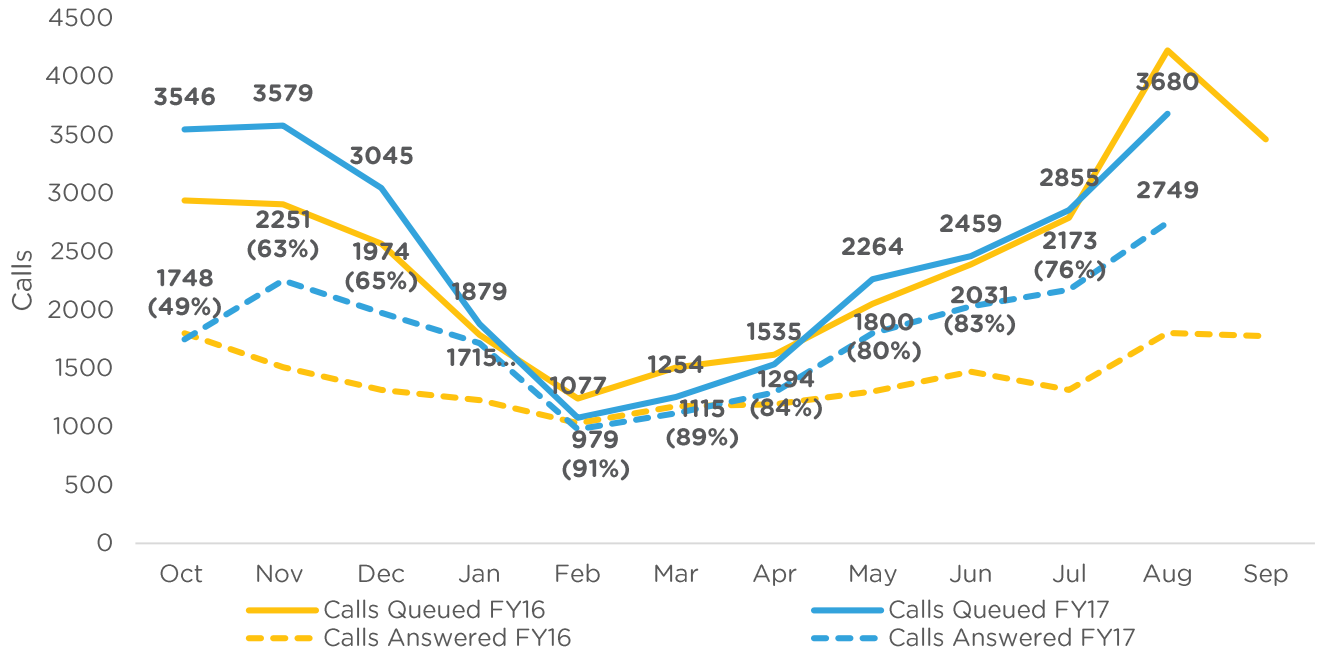


Family Services Initiative (FSI)

July 2017

2-1-1 Tampa Bay Cares

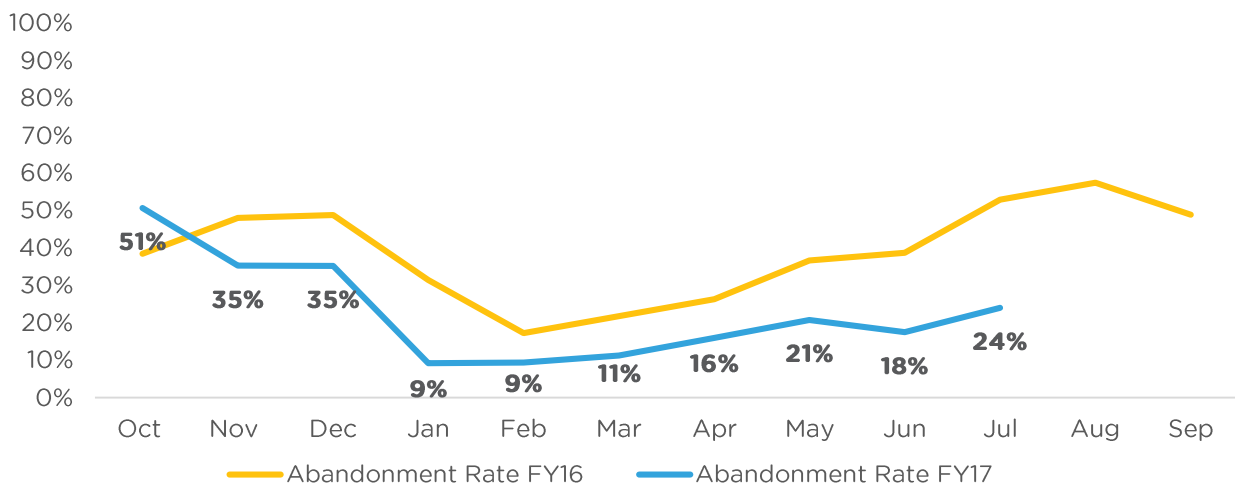
Number of Calls



Source: ACD Report

- The 2-1-1 FSI call volume continues to increase during summer months.
- The FSI line received 65 more calls than this time last year and was able to answer over 800 more calls for the month.

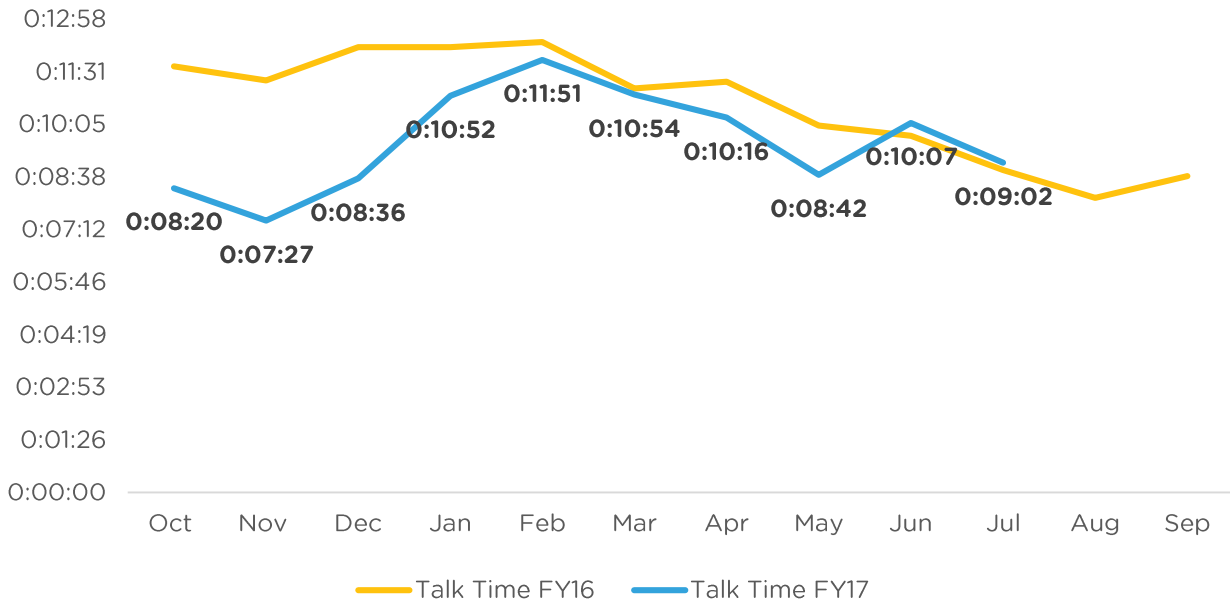
Abandonment Rate



Source: ACD Report

Family Services Initiative (FSI) July 2017

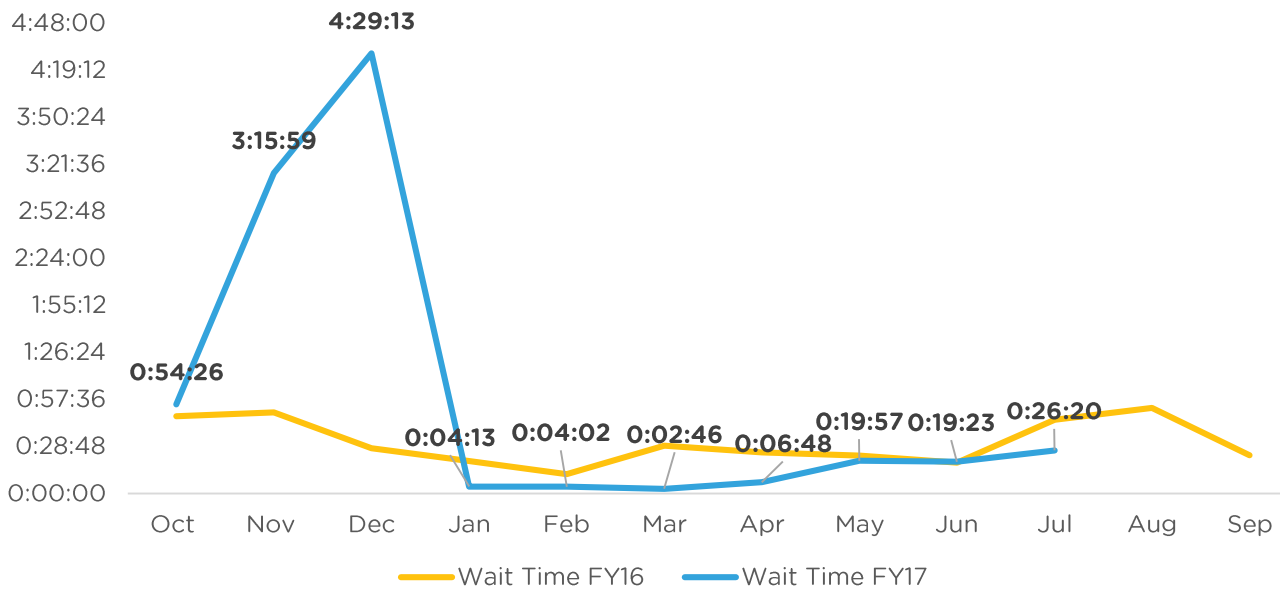
Talk Time



Source: ACD Report

- Even though talk time was slightly higher than last year, the wait time for callers was significantly shorter.

Wait Time



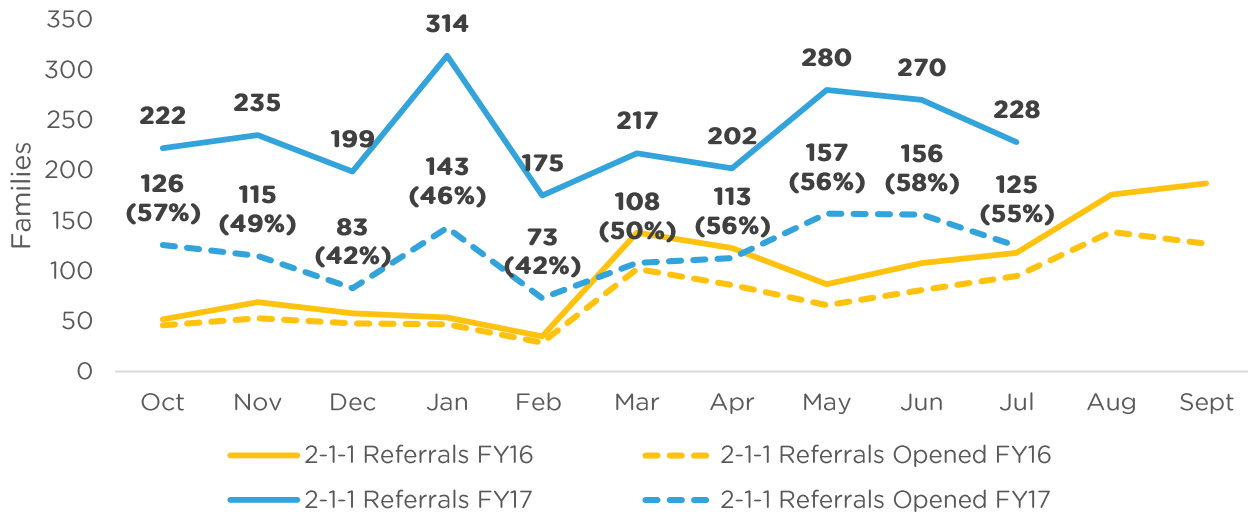
Source: ACD Report

Family Services Initiative (FSI)

July 2017

PEMHS Navigation

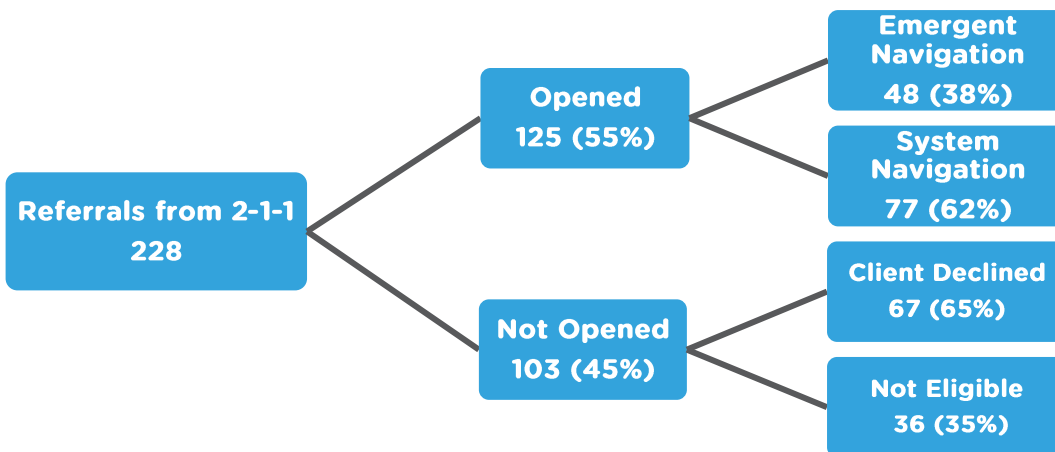
Number of Families



Source: PEMHS Monthly Upload

- PEMHS Navigation opened 30 more cases, a 25% percent increase, in July 2017 when compared to July 2016.
- In addition to the cases opened through referrals from 2-1-1, PEMHS opened a total of 29 cases in Family Connection Navigation and Truancy Navigation.

Type of Navigation



- Families who are not eligible for services included families: with CPI involvement or other case management services, who are not sustainable, have received previous assistance for the same need, who live out of county, or do not have minors in the household.

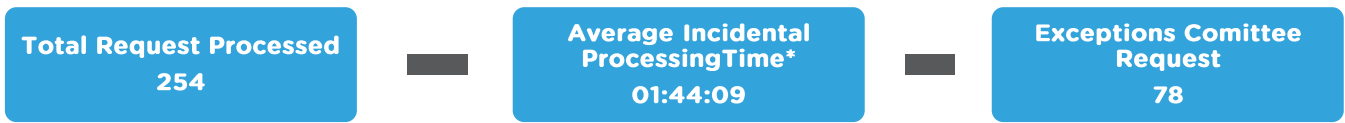
Source: PEMHS Monthly Upload

Family Services Initiative (FSI)

July 2017

Central Florida Behavioral Health Network

Incidental Volume

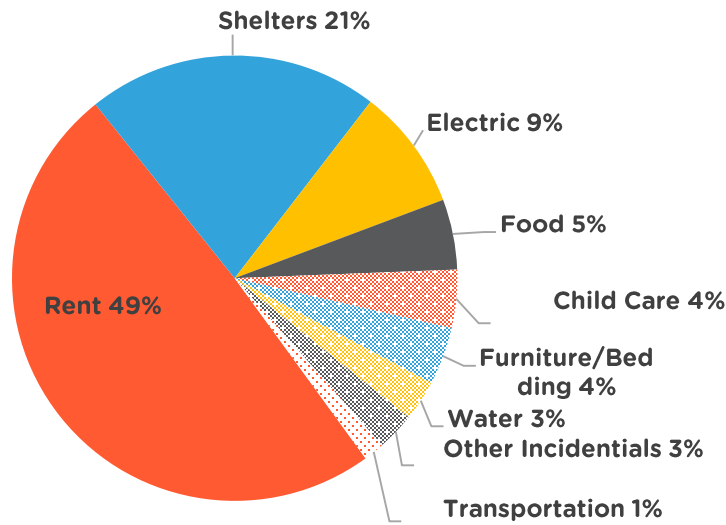


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

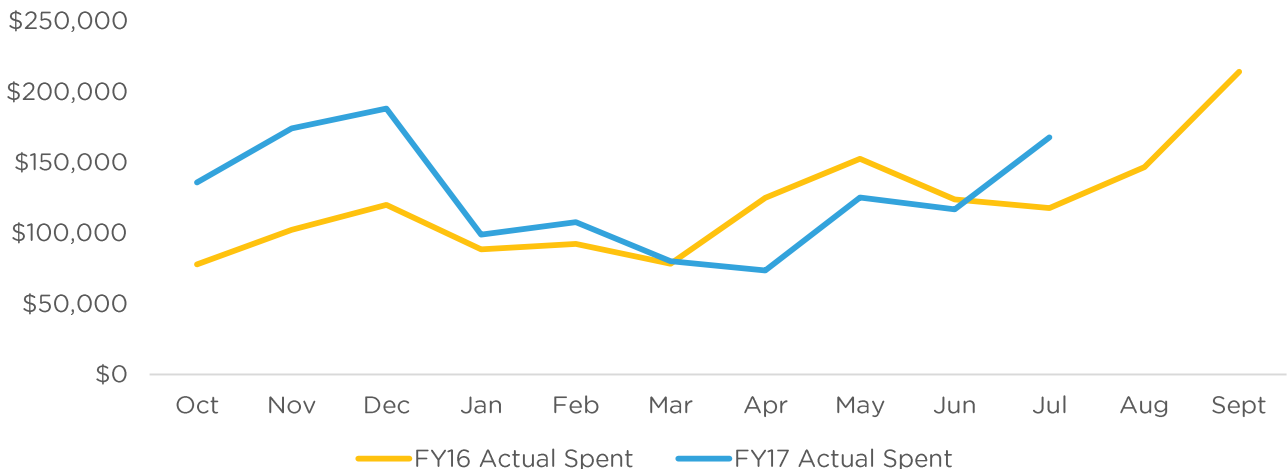
Juvenile Welfare Board

FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated for May, June, or July.

FY17 Monthly Spending



Source: JWB Reconciliation