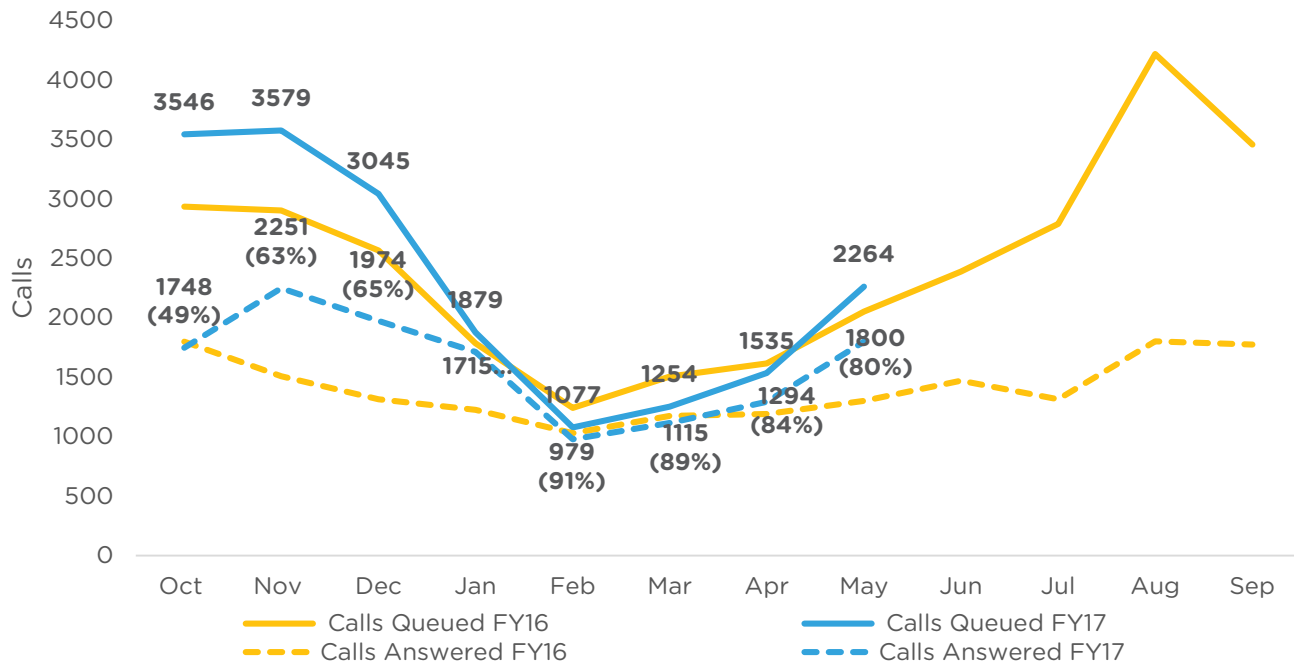


Family Services Initiative (FSI)

May 2017

2-1-1 Tampa Bay Cares

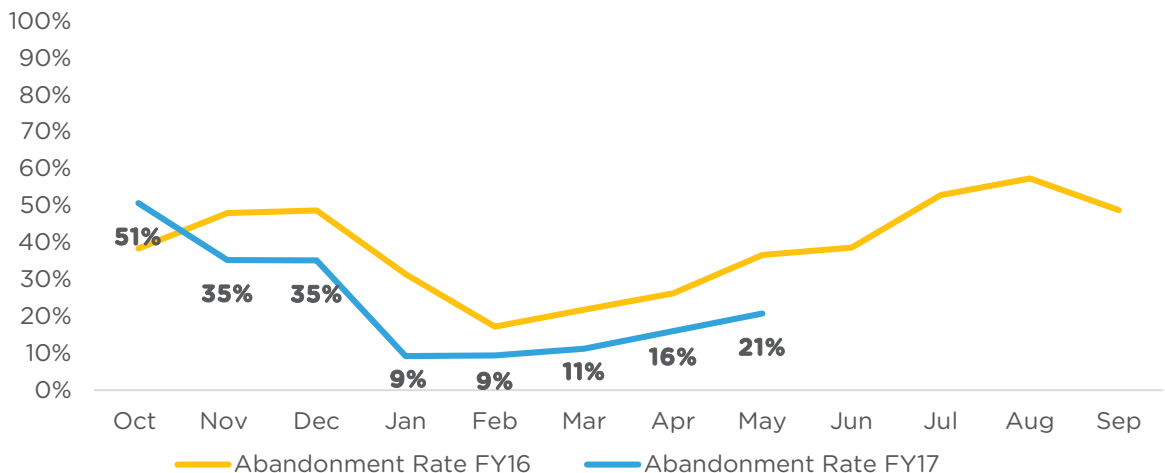
Number of Calls



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 the summer months.
- The FSI call line volume was greater than May 2016, but call agents were able to answer over 500 more calls.

Abandonment Rate

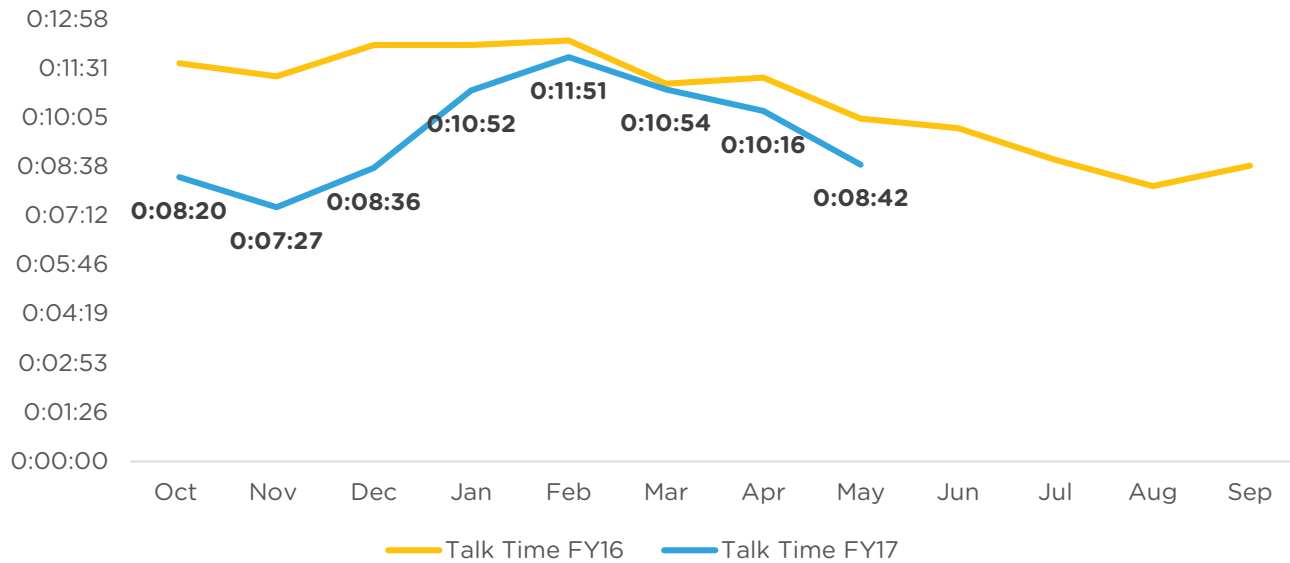


Source: ACD Report

Family Services Initiative (FSI)

May 2017

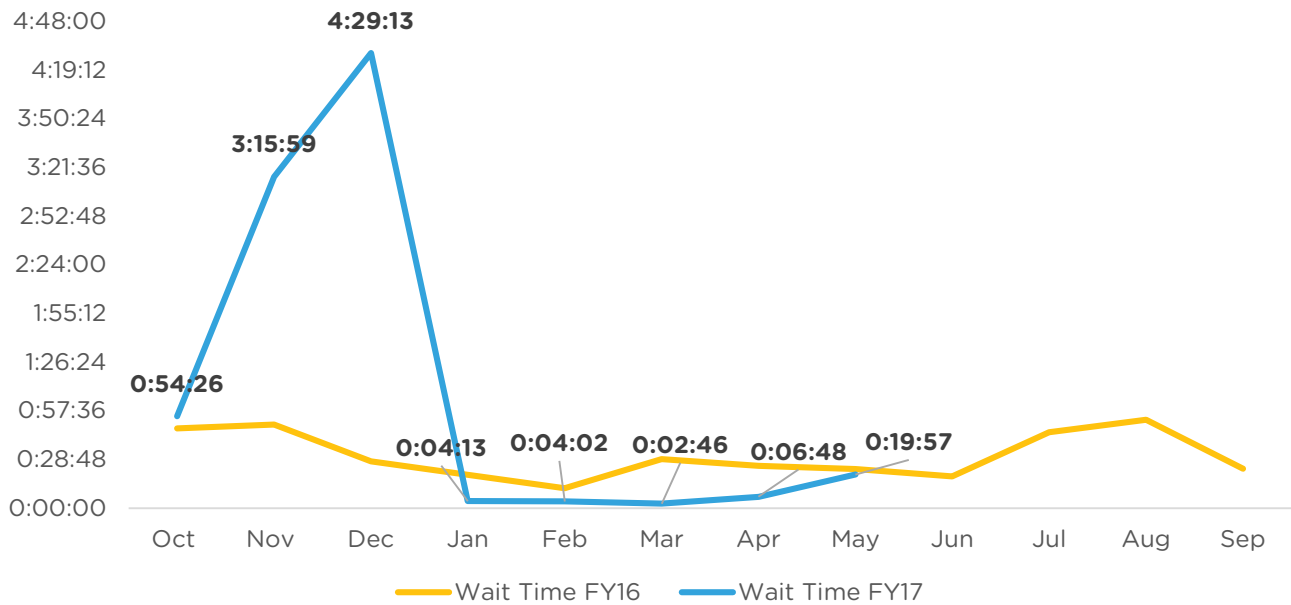
Talk Time



Source: ACD Report

- Talk time increased from May to June and was greater than the talk time in June 2016
- Although the call talk time increased in June 2017, wait time showed little change from the previous month.

Wait Time



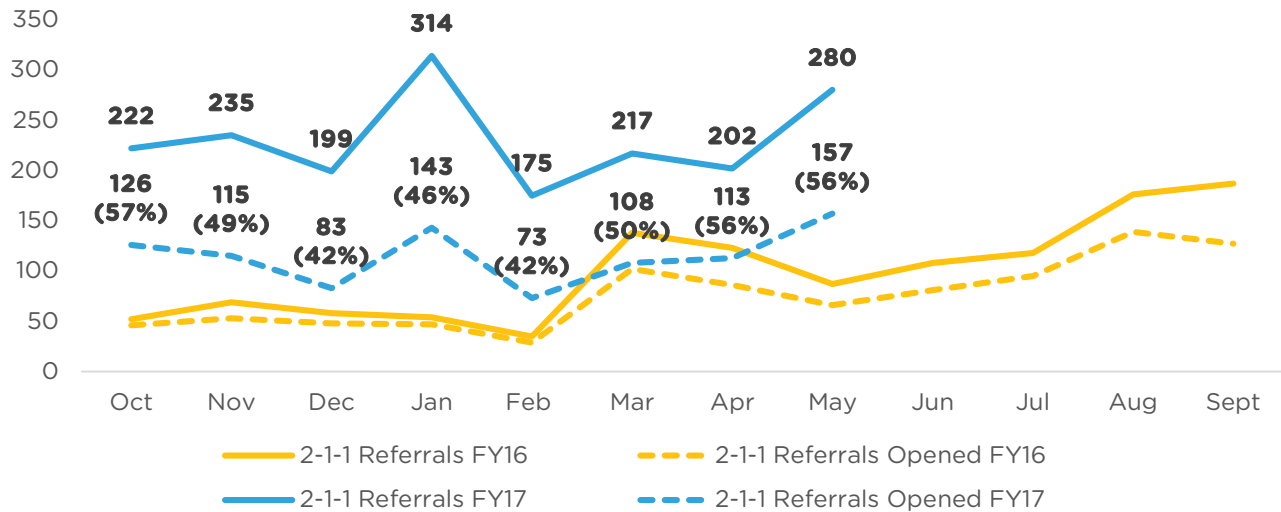
Source: ACD Report

Family Services Initiative (FSI)

May 2017

PEMHS Navigation

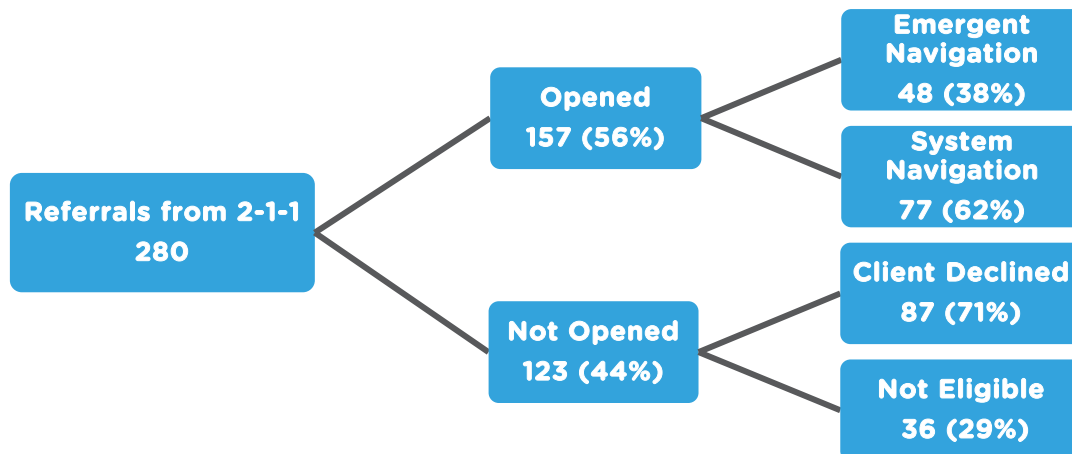
Number of Families



Source: PEMHS Monthly Upload

- PEMHS Navigation opened 57% more referrals than May 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.

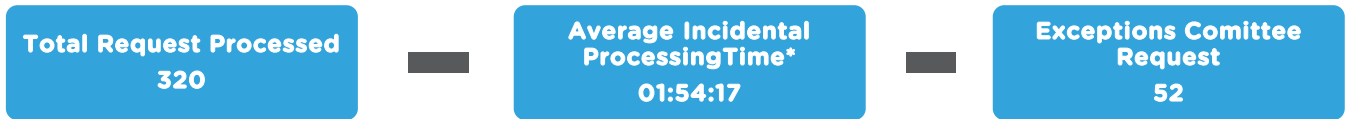
Source: PEMHS Monthly Upload

Family Services Initiative (FSI)

May 2017

Central Florida Behavioral Health Network

Incidental Volume

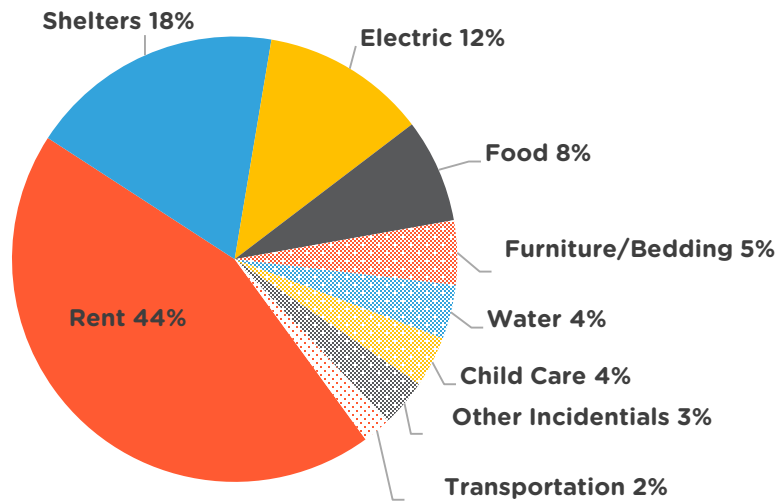


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated for April.

FY17 Monthly Spending

