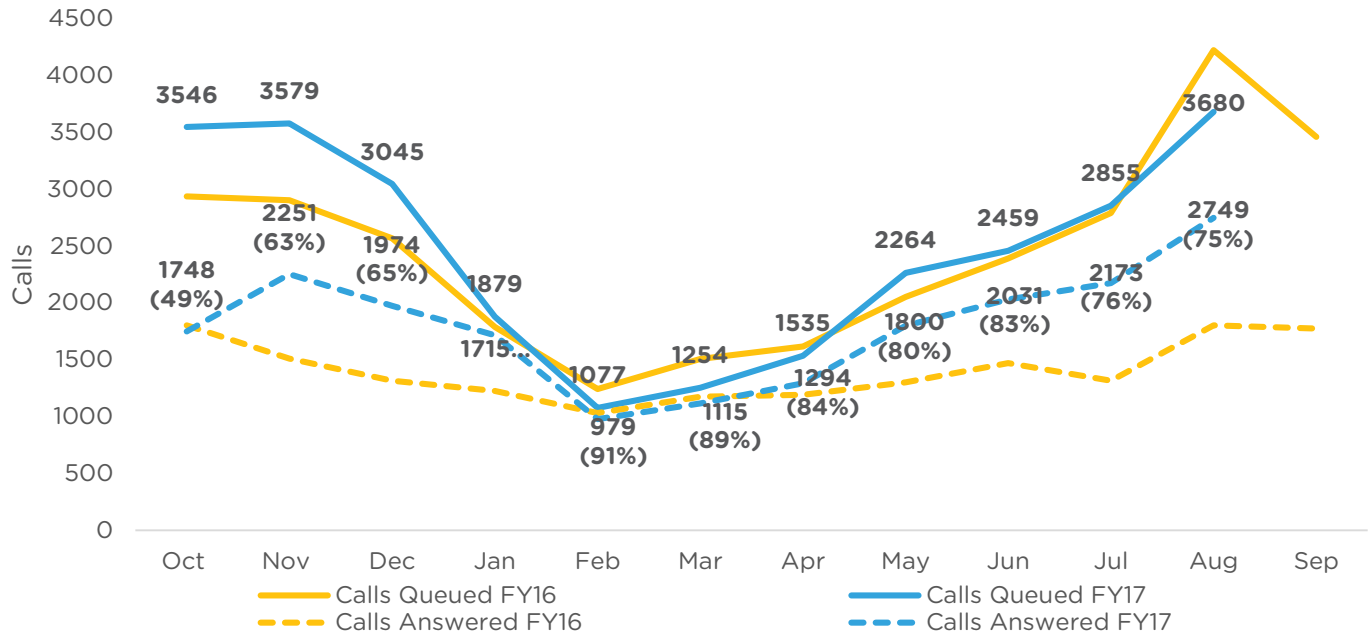


Family Services Initiative (FSI)

August 2017

2-1-1 Tampa Bay Cares

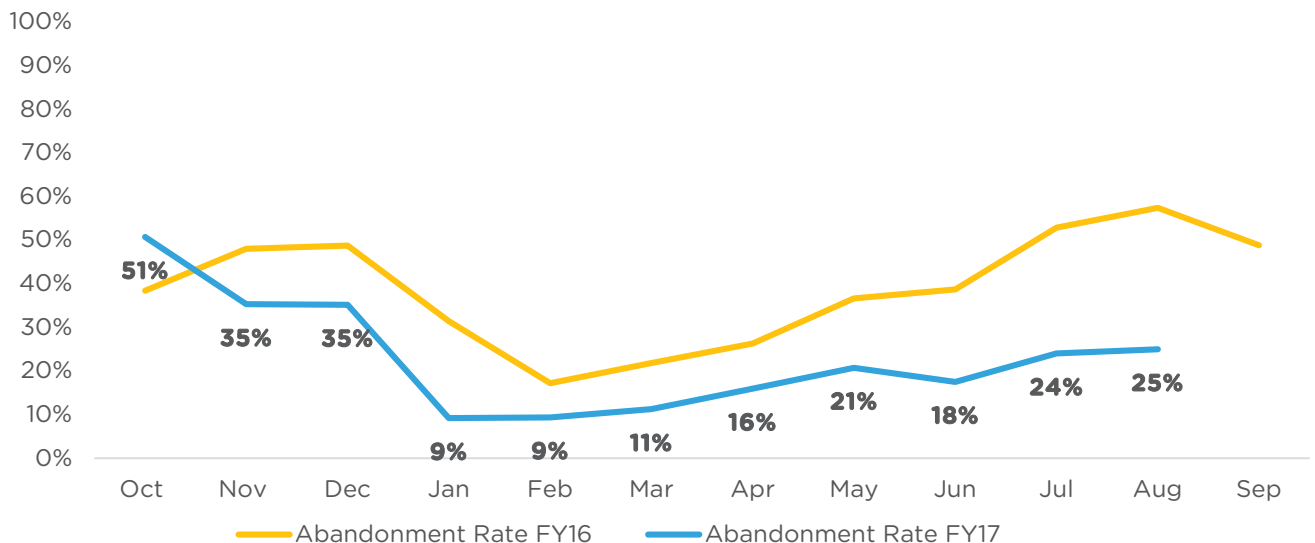
Number of Calls



Source: ACD Report

- The 2-1-1 FSI call line received 500 fewer calls than August 2016.
- Call agents were able to answer almost a 1000 thousand more calls in August compared to the previous year.

Abandonment Rate

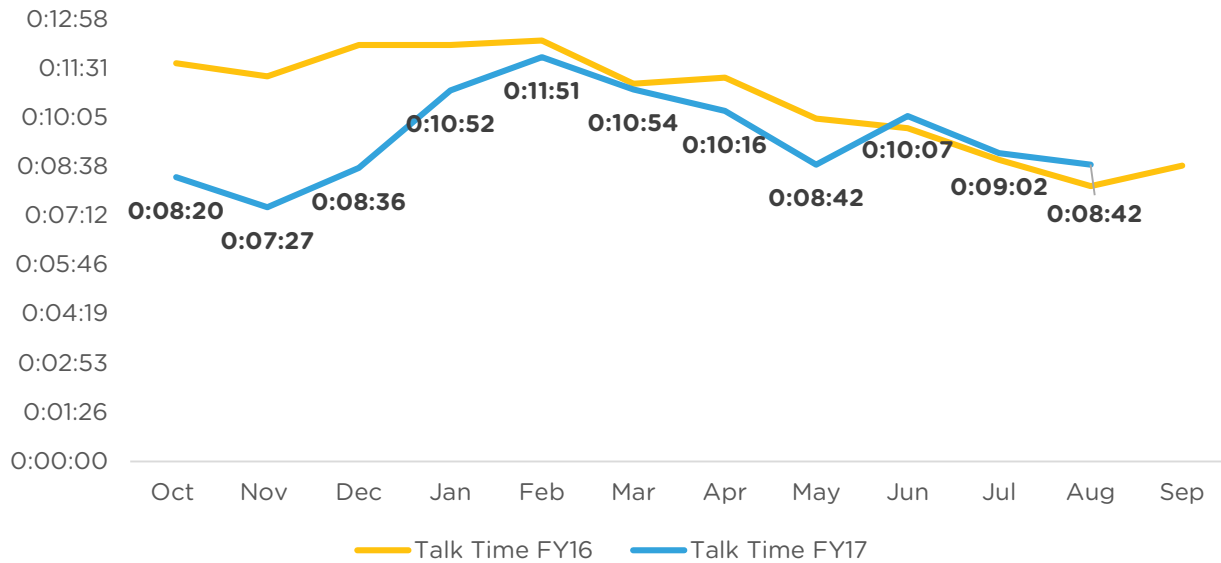


Source: ACD Report

Family Services Initiative (FSI)

August 2017

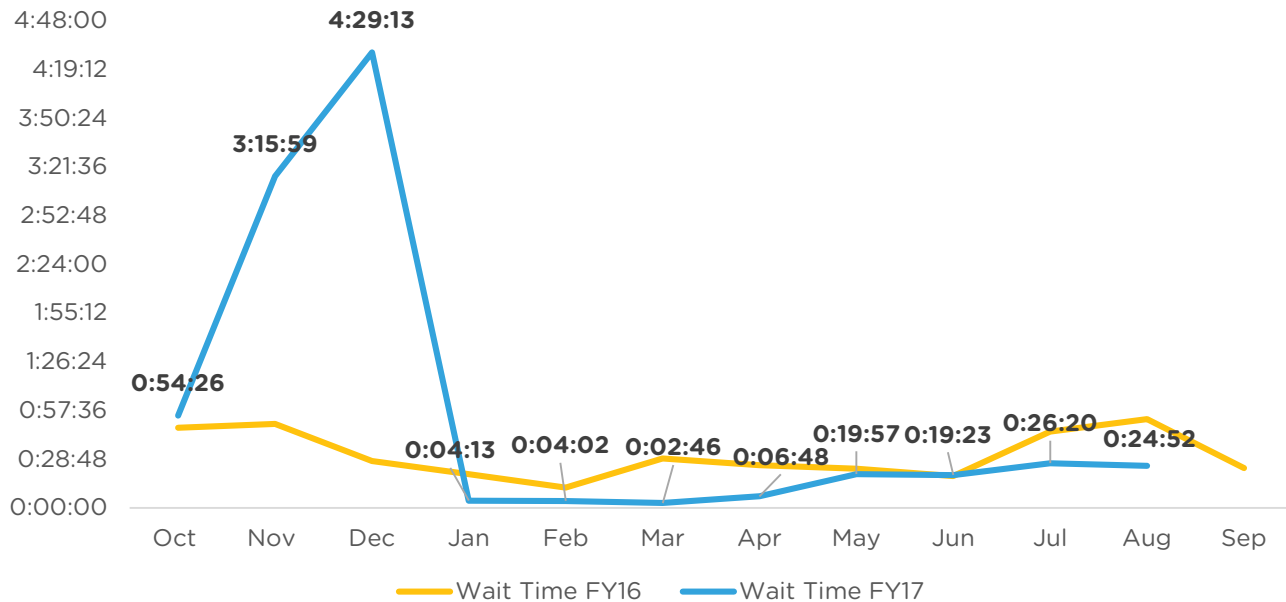
Talk Time



Source: ACD Report

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

Wait Time



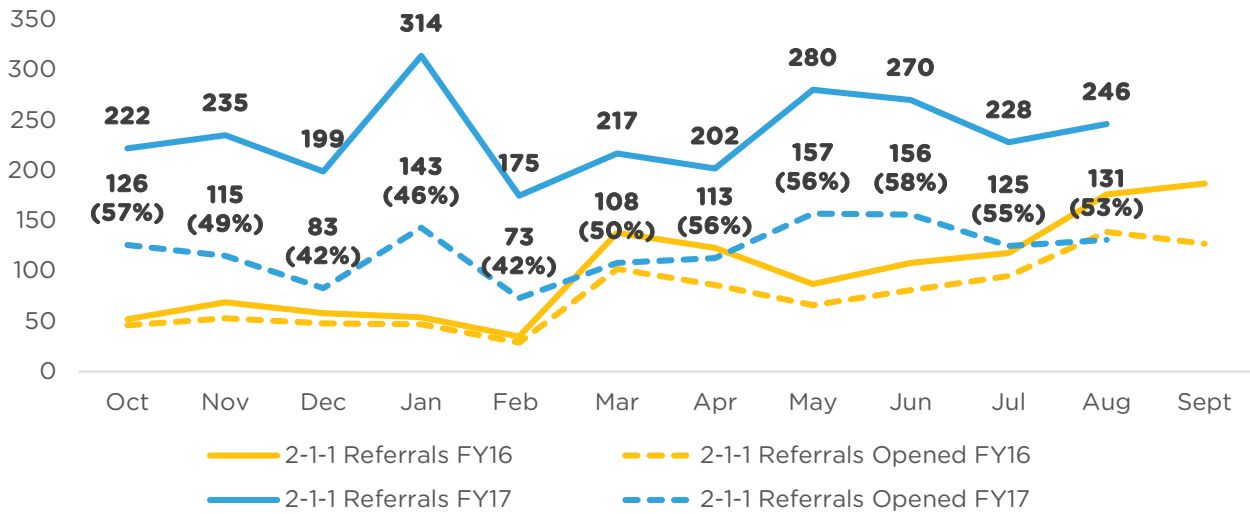
Source: ACD Report

Family Services Initiative (FSI)

August 2017

PEMHS Navigation

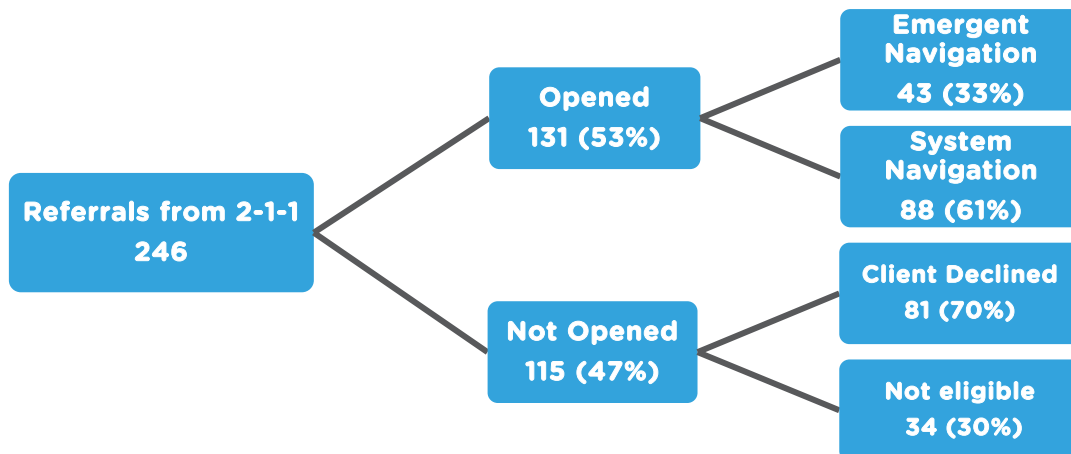
Number of Families



Source: PEMHS Monthly Upload

- PEMHS Navigation opened 31% more referrals in August 2017 than August 2016
- In addition to the cases opened through referrals from 2-1-1, PEMHS opened a total of 17 cases in Family Connection Navigation and Truancy Navigation.

Type of Navigation



Source: PEMHS Monthly Upload

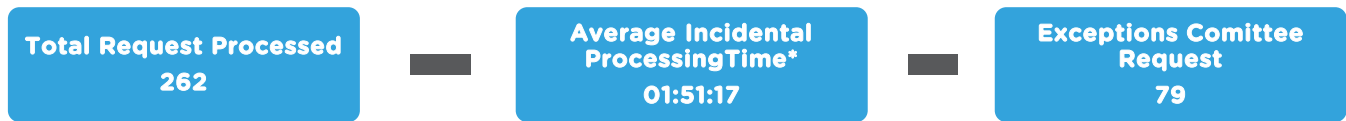
- Families who are not eligible for services included families: with CPI involvement or other case management services, who are not sustainable, have received previous assistance for the same need, who live out of county, or do not have minors in the household.

Family Services Initiative (FSI)

August 2017

Central Florida Behavioral Health Network

Incidental Volume

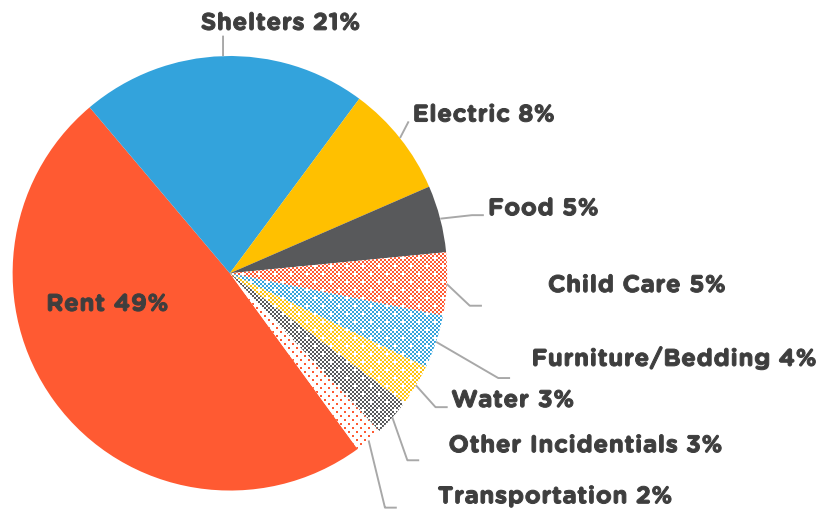


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

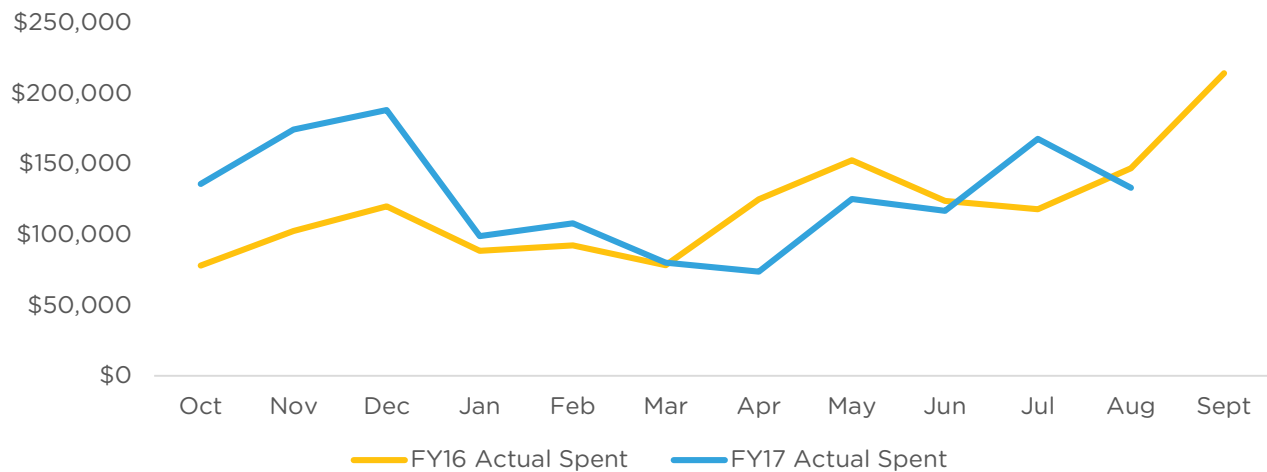
FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated through June.

Source: JWB Reconciliation

FY17 Monthly Spending



Source: JWB Reconciliation