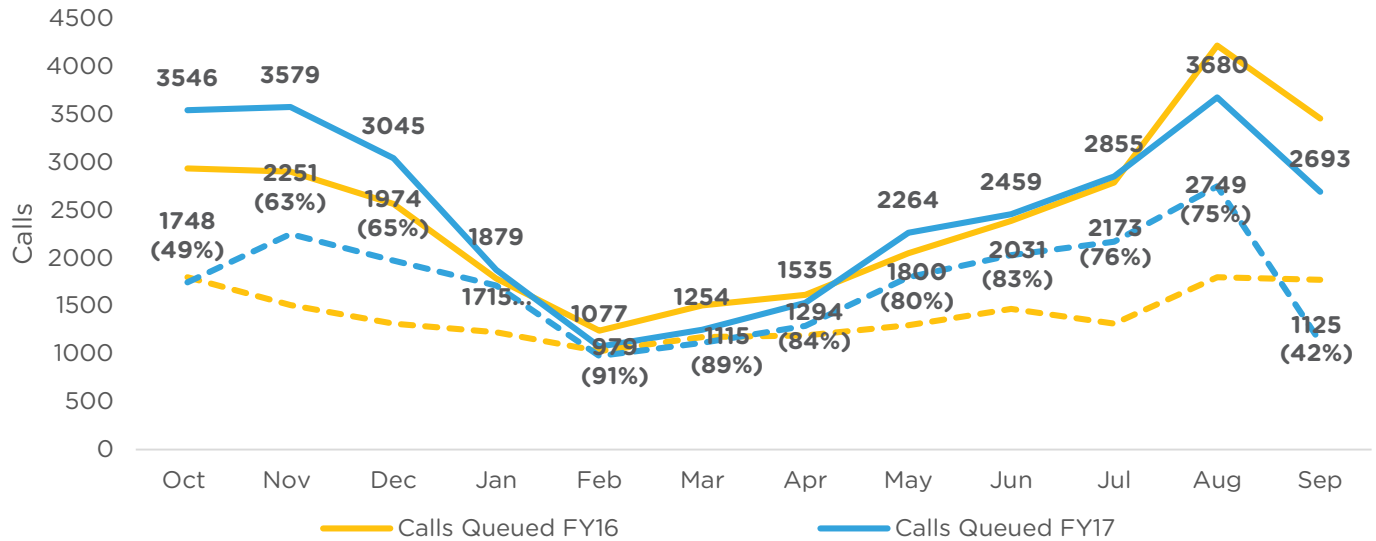


Family Services Initiative (FSI)

September 2017

2-1-1 Tampa Bay Cares

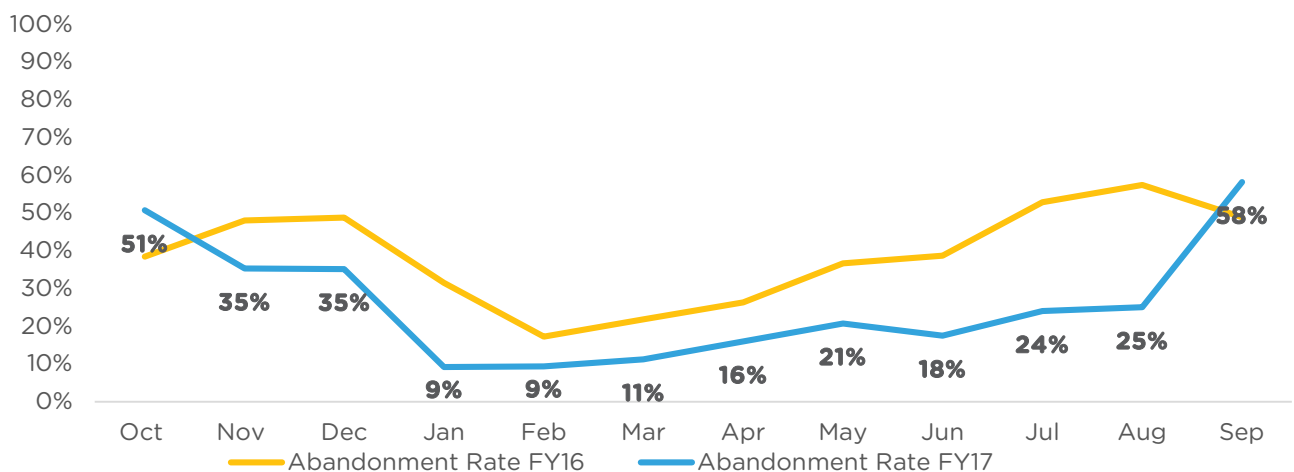
Number of Calls



Source: ACD Report

- There was a decline in family calls answered and an increase in the abandonment rate in September 2017, due to Hurricane Irma. There were 5 days in September 2017 (September 8 - 13th) in which 211 calls were answered by another 211 partner due to Hurricane Irma and the subsequent power outages in Pinellas County. Therefore, the report shows a decline in incoming and answered calls by 211 due to Hurricane Irma.
- After Hurricane Irma, 211 turned off the "call back feature" in order to answer live incoming calls and worked with volunteers to call back all the callers. However, when the call back feature is off, it increases the abandonment rate.

Abandonment Rate

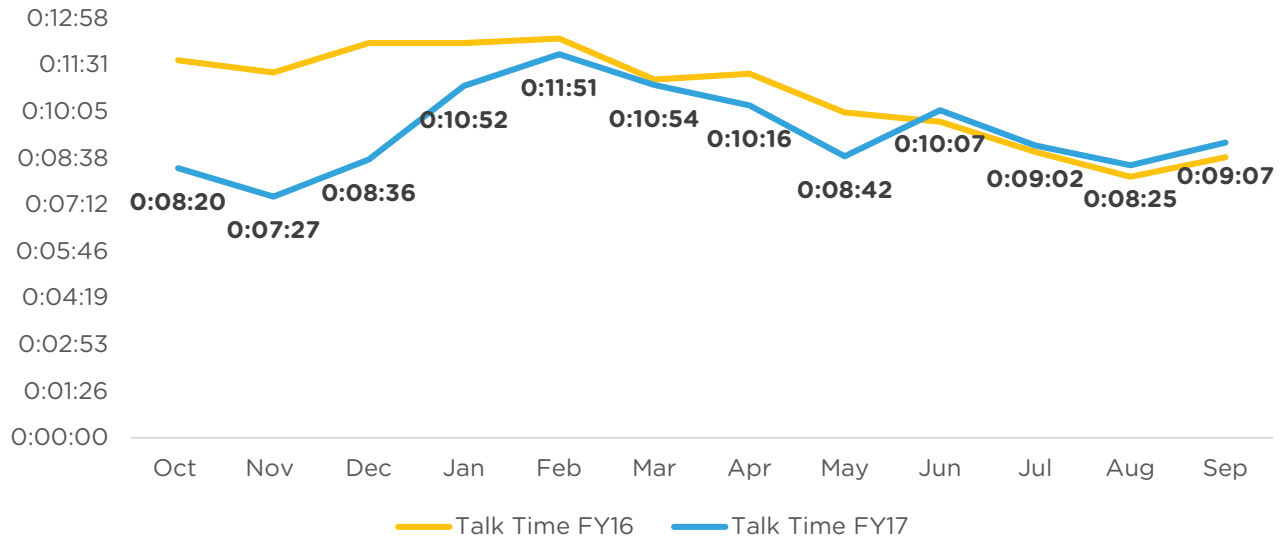


Family Services Initiative (FSI)

September 2017

Source: ACD Report

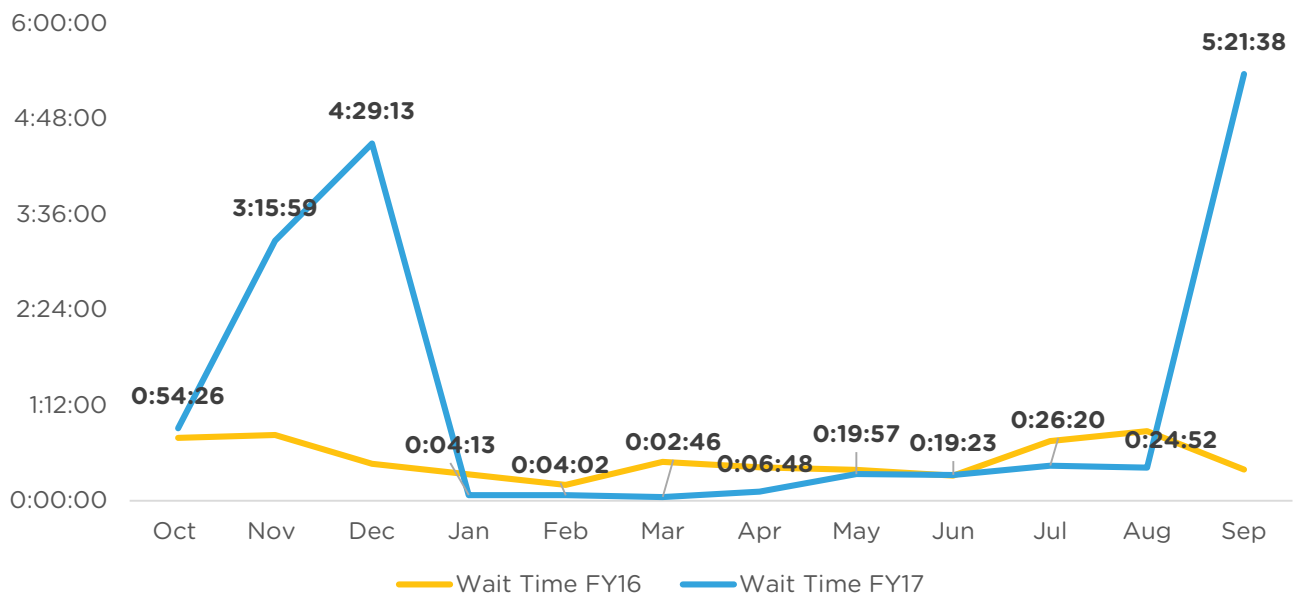
Talk Time



Source: ACD Report

- There has been little change in the average talk time month to month.
- The wait time in September 2017 increased significantly as a result of Hurricane Irma.

Wait Time (Average Speed of Answer)

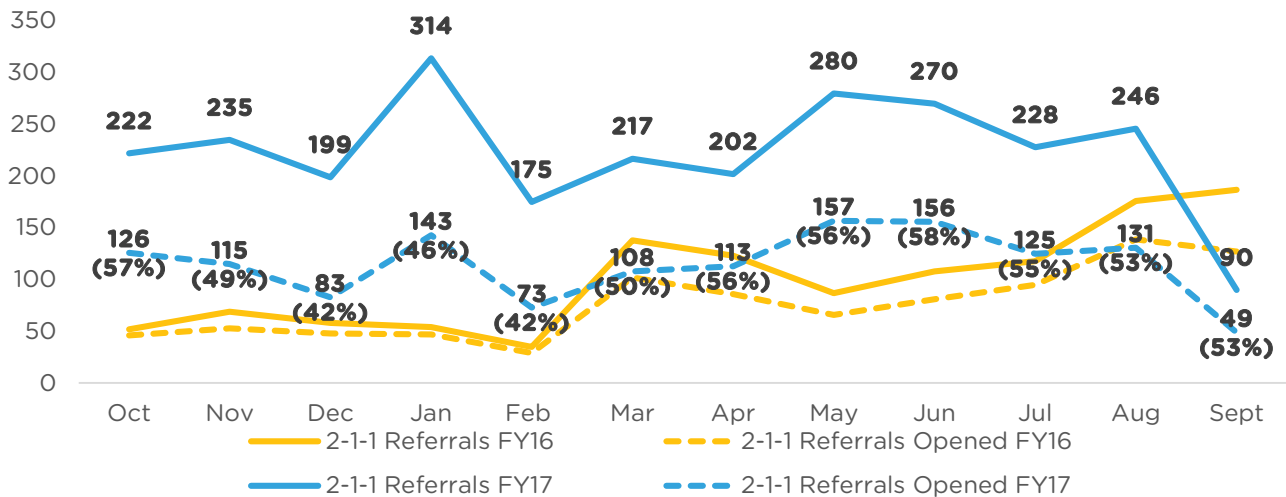


Source: ACD Report

Family Services Initiative (FSI) September 2017

PEMHS Navigation

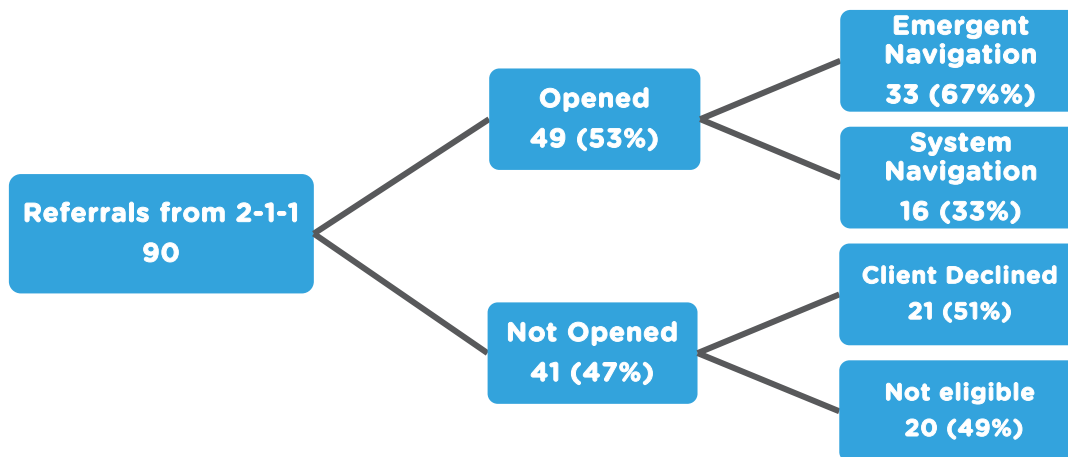
Number of Families



Source: PEMHS Monthly Upload

- There were fewer referrals to PEMHS System Navigation in September 2017 due to the 5 days of no referrals from 211 due to Hurricane Irma.
- The majority of referrals (67%) opened in PEMHS Navigation were designated in Emergent Navigation.

Type of Navigation



Source: PEMHS Monthly Upload

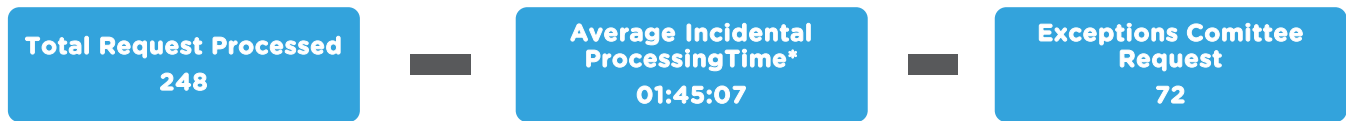
- Families who are not eligible for services included families: with CPI involvement or other case management services, who are not sustainable, have received previous assistance for the same need, who live out of county, or do not have minors in the household.

Family Services Initiative (FSI)

September 2017

Central Florida Behavioral Health Network

Incidental Volume

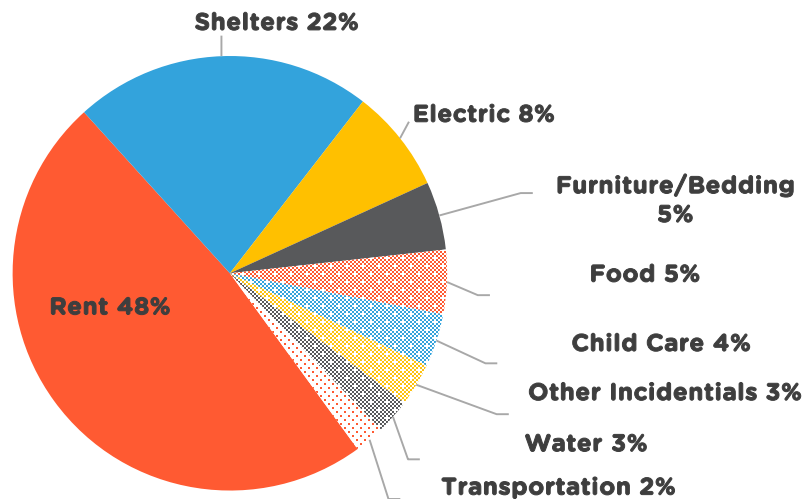


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

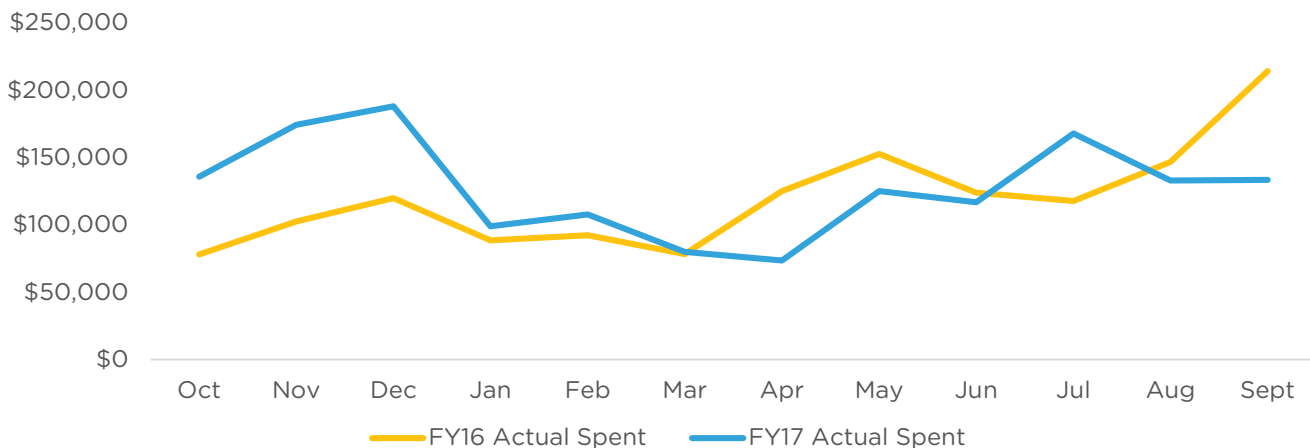
FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated through September.

Source: JWB Reconciliation

FY17 Monthly Spending



Source: JWB Reconciliation