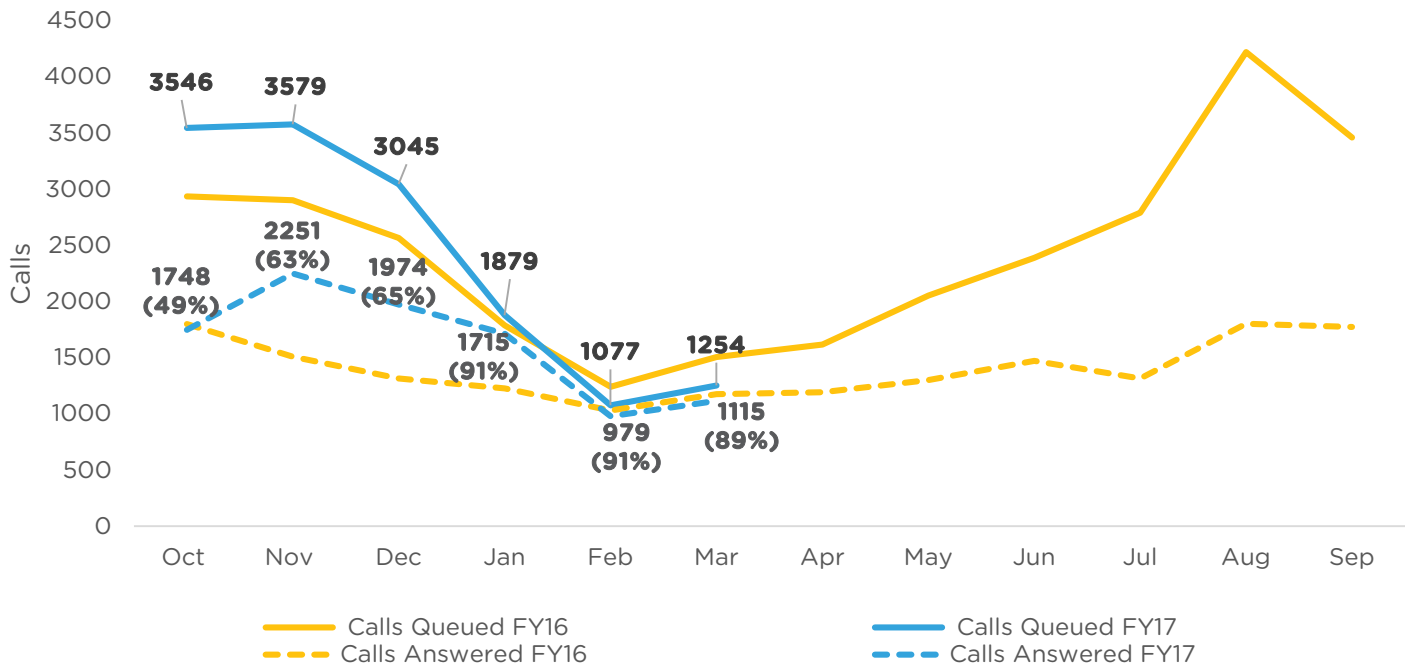


Family Services Initiative (FSI)

March 2017

2-1-1 Tampa Bay Cares

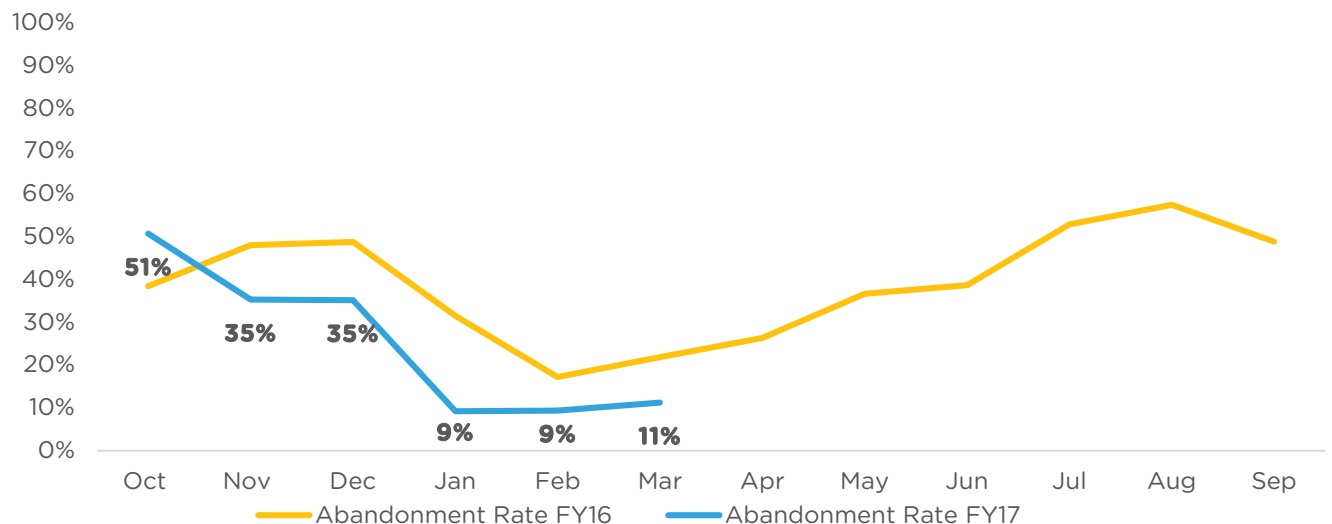
Number of Calls



Source: ACD Report

- The general 2-1-1 FSI call volume trend is following the same pattern as the previous year with February and March having a lower call volume.
- The FSI call line received about 250 fewer calls during March compared to last year.
- The Abandonment Rate for March 2017 is 11% lower than March last year.

Abandonment Rate

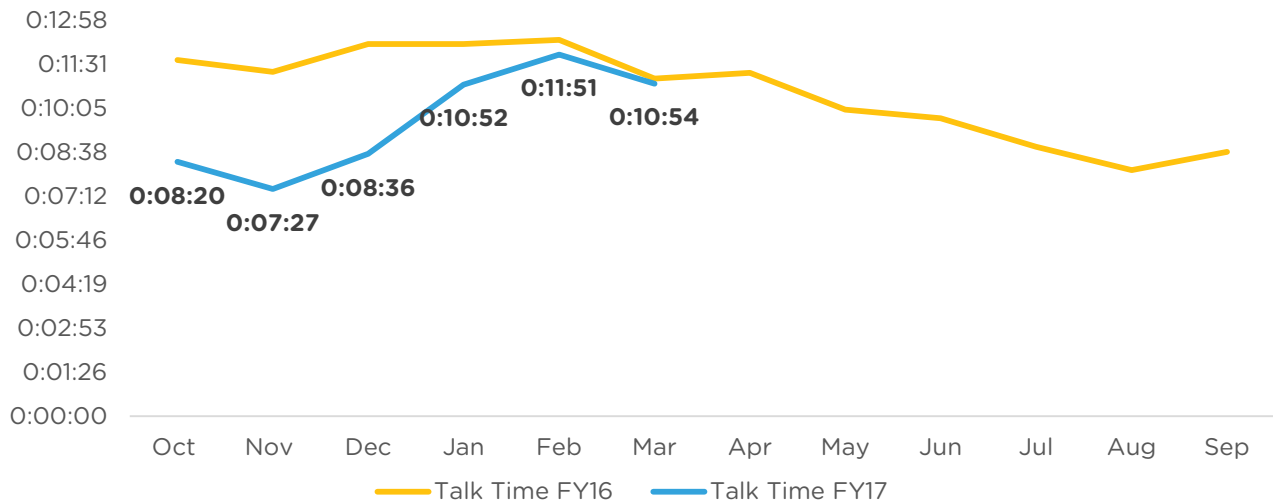


Source: ACD Report

Family Services Initiative (FSI)

March 2017

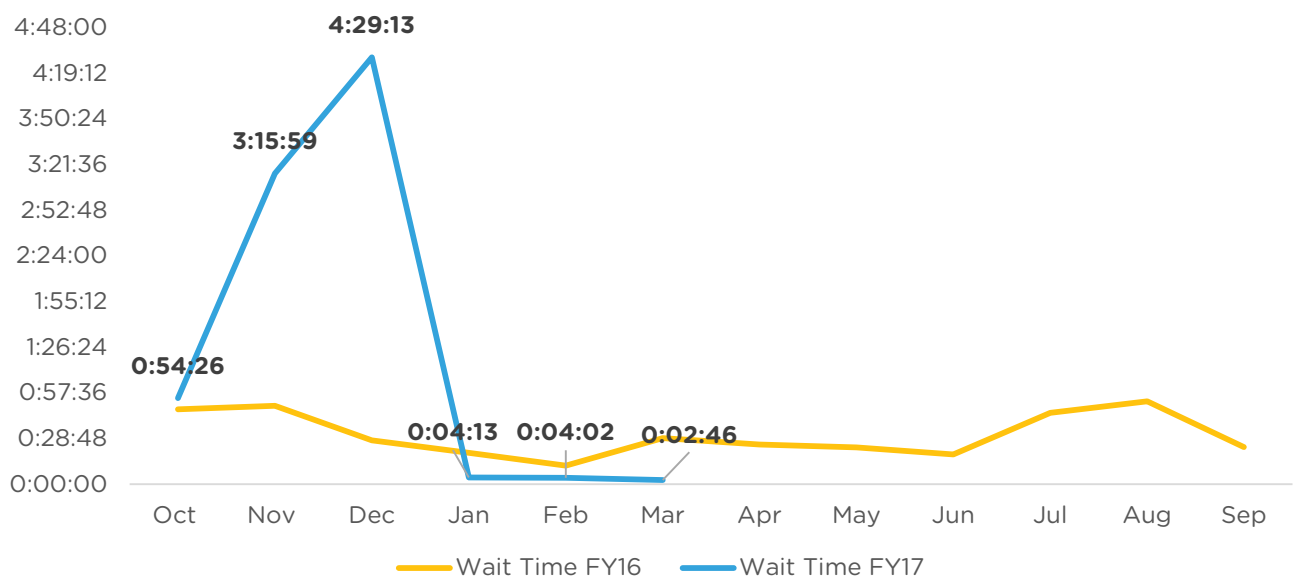
Talk Time



Source: ACD Report

- Talk time is about the same as this time last year. This corresponds with system changes to decrease talk time implemented in March 2016.
- March was the lowest wait time YTD which can be associated with lower volume and talk time.

Wait Time



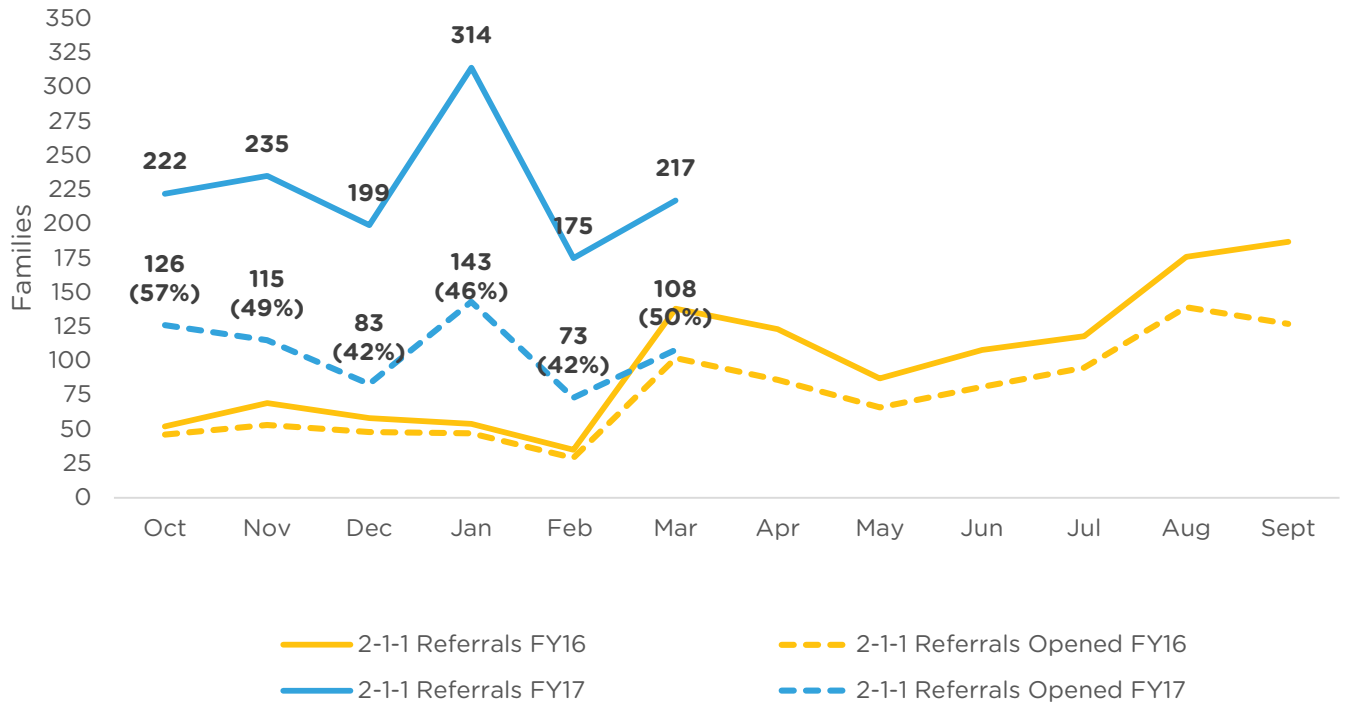
Source: ACD Report

Family Services Initiative (FSI)

March 2017

PEMHS Navigation

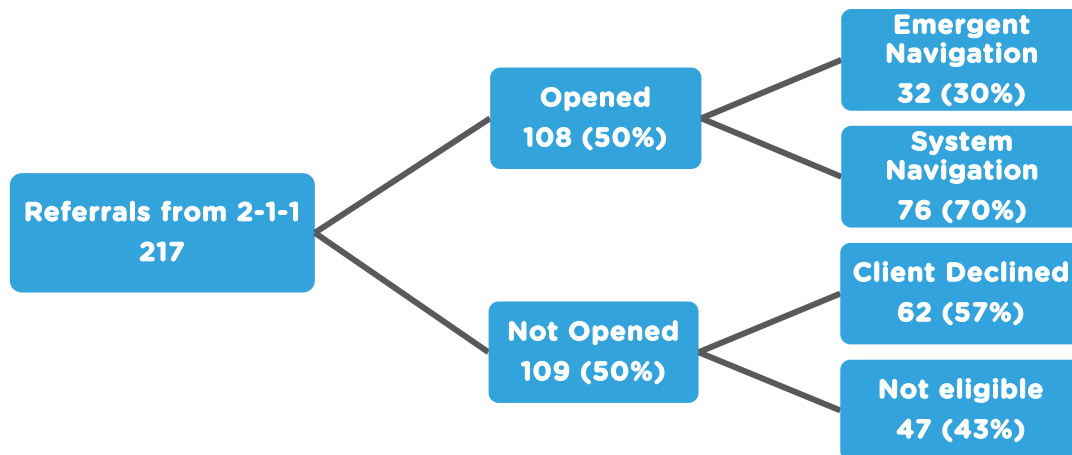
Number of Families



Source: PEMHS Monthly Upload

- YTD PEMHS Navigation has served 1,170 families, that is about 640 families more than this time last year (includes System Navigation, Emergent Navigation, Family Connection, and Truancy Navigation)

Type of Navigation



Family Services Initiative (FSI)

March 2017

Source: PEMHS Monthly Upload

Central Florida Behavioral Health Network

Incidental Volume

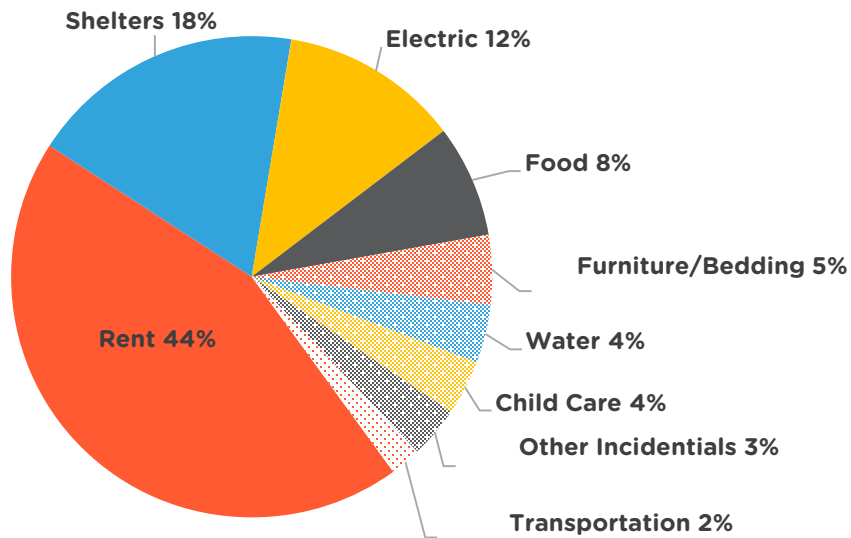


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

FY17 Year-to- Date Spending by Category



Note: Pcard expenditures have not been allocated for March.

FY17 Monthly Spending

