



Social Service
2024 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024	Projected Year End	2023
Clients															
Clients Requesting Services	1,174	777	1,075	685	851	814	957	972					7,305	10,958	10,629
Clients Signed In (# of Client Eligibility Interviews)	65	48	37	31	32	16	30	28					287	431	3,600
Average Wait Time (In Working Days) ¹	45	48	42	79	80	82	98	101							19
Assistance²															
Financial Assistance	456	415	325	387	464	427	353	380					3,207	4,811	7,258
Transportation	-	3	-	-	-	1	1	-					5	8	46
Burial or Cremation	283	177	160	92	183	158	118	201					1,372	2,058	2,109
HHHA/AHC	221	214	209	197	191	187	192	197					1,608	2,412	3,025
Long Term Care	40	44	51	47	46	50	52	58					388	582	412
Step Up	286	282	273	289	293	279	290	293					2,285	3,428	3,718
Ryan White	1,953	1,918	2,032	2,405	2,437	2,565	1,712	1,670					16,692	25,038	17,440
Adult Day Care	7	5	5	5	5	5	6	6					44	66	70
Group Home	42	43	45	41	42	42	37	38					330	495	553
Call Center³															
Calls Received	8,037	6,016	5,862	6,187	6,203	5,845	5,791	8,315					52,256	78,384	88,863
Average Call Pick Up Time (In Minutes)	23	14	15	18	20	19	19	12					18	18	15
Homeless Housing Assessments															
Completed Client Housing Assessments ⁴	5	4	2	31	46	25	24	26					163	245	208
Case Coordination and Management															
Total Open Cases	66	62	42	34	28	23	13	19					287	431	1,132
Total Case Closures	77	54	31	26	58	32	10	12					300	450	1,226
Economic Stability	9	1	4	1	6	4	1	3					29	44	127
Family Reunification	-	-	-	-	-	-	-	-					-	-	2
Completed Short-Term Supportive Services	7	5	5	5	6	4	5	6					43	65	120
Exited Services-Client Choice	15	24	10	10	27	6	6	5					103	155	544
Institutionalization	-	-	-	-	-	-	-	-					-	-	1
Incarceration	1	-	-	-	-	-	-	-					1	2	-
Not Eligible	12	24	12	10	11	6	7	7					89	134	417
Ombudsman / Complaints	5	8	7	2	2	2	2	3					31	47	122
CARE⁵															
Community Referrals Assigned (CODE 19's) ⁶	-	-	-	-	-	-	-	-					-	-	100
CARE Referrals Received	-	-	-	-	-	-	-	-					-	-	-
Information & Referral Calls	-	-	-	-	-	-	-	-					-	-	-
SWOD Intervention	-	-	-	-	-	-	-	-					-	-	-

Notes & Highlights

- 1- This measure is the number of days for an appointment. Increased wait times in April through August are due to increased submittals and low staffing levels.
- 2- 'Assistance' is defined as the number of monthly and/or ongoing services for Financial Assistance, Step Up, Ryan White, Transportation, HHHA/AHC, Long-Term Care, Adult Day Care, Group home, and Burials/Cremations. Starting in 2017, ongoing cases are included.
- 3- 'Call Center' is defined as the number of calls received.
- 4- Social Service provides housing assessments to determine eligibility for Social Service programs or for community agency programs. Social Service Offices are coordinated "Intake for Adults without Children." The completion of the assessment assists Social Service staff decide which housing program is appropriate. This is the number of assessments done per month.
- 5-CARE services changed processes, no longer collecting this data
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