



Social Service
2025 Executive Summary

	Month		Annual						2024-2025% Δ
	February 2024	February 2025	2021	2022	2023	2024	Projected 2025		
Clients									
Clients Requesting Services	777	1,571	10,783	11,468	10,629	17,157	19,260	12.3%	
Clients Signed In (# of Client Eligibility Interviews)	48	17	3,454	4,116	3,600	429	150	-65.0%	
Average Wait Time (In Working Days) ¹	48	156	18	26	19	1,062	1,812	70.6%	
Assistance²									
Financial Assistance	415	161	7,225	7,619	7,258	4,149	2,040	-50.8%	
Transportation	3	-	59	67	46	8	-	-100.0%	
Burial or Cremation	177	135	2,720	2,307	2,109	1,906	1,686	-11.5%	
HHHA/AHC	214	197	5,352	4,110	3,025	2,456	2,448	-0.3%	
Long Term Care	44	67	391	316	412	632	792	25.3%	
Step Up	282	286	3,405	3,698	3,718	3,471	3,438	-1.0%	
Ryan White	1,918	1,720	19,416	17,750	17,440	22,718	20,394	-10.2%	
Adult Day Care	5	6	60	70	70	69	72	4.3%	
Group Home	43	37	634	563	553	485	438	-9.7%	
Call Center³									
Calls Received	6,016	5,346	70,639	78,739	88,863	74,808	64,890	-13.3%	
Average Call Pick Up Time (In Minutes)	14	4	11	13	15	14	5	-68.2%	
Homeless Housing Assessments⁴									
Completed Client Housing Assessments	4	30	144	79	208	282	342	21.3%	
Case Coordination and Management									
Total Open Cases	62	16	1,770	1,645	1,132	322	156	-51.6%	
Total Case Closures	54	4	1,378	1,350	1,226	333	30	-91.0%	
Economic Stability	1	-	172	123	127	31	-	-100.0%	
Family Reunification	-	-	3	3	2	-	-	#DIV/0!	
Completed Short-Term Supportive Services	5	-	97	203	120	51	12	-76.5%	
Exited Services- Client Choice	24	6	499	378	544	114	96	-15.8%	
Institutionalization	-	-	1	2	1	-	-	#DIV/0!	
Incarceration	-	-	-	5	-	1	-	-100.0%	
Not Eligible	24	8	653	623	417	102	84	-17.6%	
Ombudsman / Complaints	8	-	106	128	122	57	-	-100.0%	
CARE⁵									
Community Referrals Assigned (CODE 19's) ⁶	-	-	36	-	100	-	-	-	
CARE Referrals Received	-	-	394	-	-	-	-	-	
Information & Referral Calls	-	-	285	-	-	-	-	-	
SWOD Intervention	-	-	72	-	-	-	-	-	

Notes & Highlights

- 1- This measure is the number of days for an appointment. Increased wait times in April through October 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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