



**Social Service**  
2023 Executive Summary

	Month		Annual					
	December 2022	December 2023	2019	2020	2021	2022	2023	2022-2023% Δ
<b>Clients</b>								
Clients Requesting Services	900 **		71,231	26,120	10,783	11,468	9,743	-15.0%
Clients Signed In (# of Client Eligibility Interviews)	415 *		26,672	11,698	3,454	4,116	1,500	-63.6%
Average Wait Time (In Working Days) <sup>1</sup>	29	48	4	9	18	26	19	-
<b>Assistance<sup>2</sup></b>								
Financial Assistance	599	388	26,583	15,557	7,225	7,619	7,258	-4.7%
Transportation	11	1	764	108	59	67	46	-31.3%
Burial or Cremation	174	179	1,513	1,840	2,720	2,307	2,109	-8.6%
HHHA/AHC	296	227	6,896	6,317	5,352	4,110	3,025	-26.4%
Long Term Care	31	38	586	520	391	316	412	30.4%
Step Up	299	300	3,064	3,186	3,405	3,698	3,718	0.5%
Ryan White	1,216	1,660	16,561	18,211	19,416	17,750	17,440	-1.7%
Adult Day Care	6	6	275	171	60	70	70	0.0%
Group Home	48	42	734	655	634	563	553	-1.8%
<b>Call Center<sup>3</sup></b>								
Calls Received	7,234	6,559	65,082	67,641	70,639	78,739	88,863	12.9%
Average Call Pick Up Time (In Minutes)	23	23	3	4	11	13	15	20.9%
<b>Homeless Housing Assessments<sup>4</sup></b>								
Completed Client Housing Assessments	17	16	930	321	144	79	208	163.3%
<b>Case Coordination and Management</b>								
Total Open Cases	80	13	8,072	5,337	1,770	1,645	1,132	-31.2%
Total Case Closures	114	70	3,885	2,967	1,378	1,350	1,226	-9.2%
Economic Stability	11	4	500	330	172	123	127	3.3%
Family Reunification	2	0	28	27	3	3	2	-33.3%
Completed Short-Term Supportive Services	5	9	356	220	97	203	120	-40.9%
Exited Services- Client Choice	57	34	2,089	1,370	499	378	544	43.9%
Institutionalization	1	0	6	8	1	2	1	-50.0%
Incarceration	0	0	20	8	0	5	0	-100.0%
Not Eligible	38	23	886	998	653	623	417	-33.1%
<b>Ombudsman / Complaints</b>	2	5	233	126	106	128	122	-4.7%
<b>CARE<sup>5</sup></b>								
Community Referrals Assigned (CODE 19's) <sup>6</sup>	0	0	-	-	36	0	100	-
CARE Referrals Received	0	0	-	-	394	0	0	-
Information & Referral Calls	0	0	-	-	285	0	0	-
SWOD Intervention	0	0	-	-	72	0	0	-

**Notes & Highlights**

- 1- This measure is the number of days for an appointment.
  - 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- Services for clients that do not meet the Clark County Social Service eligibility but are in need of resources in the community. The CARE team provides resource navigation to community residents. These measures began to be measured in 2020. Historical data is not available.
  - 6- Code 19 is a social work intervention for current and previous clients that need additional services due to their change in housing and/or situation.
- \* Report is not longer available