



Social Service
2025 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
Clients															
Clients Requesting Services ⁷	1,639	1,571	1,645										4,855	19,420	17,157
Clients Signed In (# of Client Eligibility Interviews)	8	17	9										34	136	429
Average Wait Time (In Working Days) ¹	146	156	165										467	1,868	1,062
Assistance²															
Financial Assistance	179	161	134										474	1,896	4,149
Transportation	-	-	-										-	-	8
Burial or Cremation	146	135	155										436	1,744	1,906
HHHA/AHC	211	197	230										638	2,552	2,456
Long Term Care	65	67	67										199	796	632
Step Up	287	286	299										872	3,488	3,471
Ryan White	1,679	1,720	1,571										4,970	19,880	22,718
Adult Day Care	6	6	7										19	76	69
Group Home	36	37	39										112	448	485
Call Center³															
Calls Received	5,469	5,346	5,288										16,103	64,412	74,808
Average Call Pick Up Time (In Minutes)	5	4	8										6	6	14
Homeless Housing Assessments															
Completed Client Housing Assessments ⁴	27	30	31										88	352	282
Case Coordination and Management															
Total Open Cases	10	16	18										44	176	322
Total Case Closures	1	4	6										11	44	333
Economic Stability	-	-	-										-	-	31
Family Reunification	-	-	-										-	-	-
Completed Short-Term Supportive Services	2	-	-										2	8	51
Exited Services-Client Choice	10	6	7										23	92	114
Institutionalization	-	-	-										-	-	-
Incarceration	-	-	-										-	-	1
Not Eligible	6	8	4										18	72	102
Ombudsman / Complaints	-	-	-										-	-	57
CARE⁵															
Community Referrals Assigned (CODE 19's) ⁶	-	-	-										-	-	-
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 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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