



**Social Service**  
**2025 Executive Summary**

	Month		Annual					
	March 2024	March 2025	2021	2022	2023	2024	Projected 2025	2024-2025% Δ
<b>Clients</b>								
Clients Requesting Services	1,075	1,645	10,783	11,468	10,629	17,157	19,420	13.2%
Clients Signed In (# of Client Eligibility Interviews)	37	9	3,454	4,116	3,600	429	136	-68.3%
Average Wait Time (In Working Days) <sup>1</sup>	42	165	18	26	19	1,062	1,868	75.9%
<b>Assistance<sup>2</sup></b>								
Financial Assistance	325	134	7,225	7,619	7,258	4,149	1,896	-54.3%
Transportation	-	-	59	67	46	8	-	-100.0%
Burial or Cremation	160	155	2,720	2,307	2,109	1,906	1,744	-8.5%
HHHA/AHC	209	230	5,352	4,110	3,025	2,456	2,552	3.9%
Long Term Care	51	67	391	316	412	632	796	25.9%
Step Up	273	299	3,405	3,698	3,718	3,471	3,488	0.5%
Ryan White	2,032	1,571	19,416	17,750	17,440	22,718	19,880	-12.5%
Adult Day Care	5	7	60	70	70	69	76	10.1%
Group Home	45	39	634	563	553	485	448	-7.6%
<b>Call Center<sup>3</sup></b>								
Calls Received	5,862	5,288	70,639	78,739	88,863	74,808	64,412	-13.9%
Average Call Pick Up Time (In Minutes)	15	8	11	13	15	14	6	-60.0%
<b>Homeless Housing Assessments<sup>4</sup></b>								
Completed Client Housing Assessments	2	31	144	79	208	282	352	24.8%
<b>Case Coordination and Management</b>								
Total Open Cases	42	18	1,770	1,645	1,132	322	176	-45.3%
Total Case Closures	31	6	1,378	1,350	1,226	333	44	-86.8%
Economic Stability	4	-	172	123	127	31	-	-100.0%
Family Reunification	-	-	3	3	2	-	-	100.0%
Completed Short-Term Supportive Services	5	-	97	203	120	51	8	-84.3%
Exited Services- Client Choice	10	7	499	378	544	114	92	-19.3%
Institutionalization	-	-	1	2	1	-	-	100.0%
Incarceration	-	-	-	5	-	1	-	-100.0%
Not Eligible	12	4	653	623	417	102	72	-29.4%
<b>Ombudsman / Complaints</b>	7	-	106	128	122	57	-	-100.0%
<b>CARE<sup>5</sup></b>								
Community Referrals Assigned (CODE 19's) <sup>6</sup>	-	-	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

6-CARE services changed processes, no longer collecting this data