



Social Service
2023 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2023	2022
Clients														
Clients Requesting Services	794	588	974	1,048	1,254	1,185	1,051	1,110	872	687	180	**	9,743	11,468
Clients Signed In (# of Client Eligibility Interviews)	491	546	370	45	48	*	*	*	*	*	*	*	1,500	4,116
Average Wait Time (In Working Days) ¹	16	9	4	4	10	13	15	19	28	30	37	48	19	26
Assistance²														
Financial Assistance	737	853	963	230	747	686	612	671	514	473	384	388	7,258	7,619
Transportation	4	13	8	4	3	3	2	2	1	4	1	1	46	67
Burial or Cremation	201	181	178	155	170	186	130	287	151	137	154	179	2,109	2,307
HHHA/AHC	284	281	273	251	253	248	254	251	245	225	233	227	3,025	4,110
Long Term Care	32	31	32	32	30	31	35	35	37	38	41	38	412	316
Step Up	304	311	308	310	313	321	302	310	316	317	306	300	3,718	3,698
Ryan White	1,196	1,398	1,580	1,309	1,434	1,473	1,482	1,499	1,351	1,486	1,572	1,660	17,440	17,750
Adult Day Care	6	5	6	6	6	5	5	7	6	6	6	6	70	70
Group Home	49	49	48	48	45	45	45	45	45	45	47	42	553	563
Call Center³														
Calls Received	7,290	7,255	8,334	6,685	7,359	7,066	7,842	8,496	7,597	7,690	6,690	6,559	88,863	78,739
Average Call Pick Up Time (In Minutes)	8	8	17	12	14	12	21	18	14	14	24	23	15	13
Homeless Housing Assessments														
Completed Client Housing Assessments ⁴	32	13	30	17	4	1	23	24	30	18	0	16	208	79
Case Coordination and Management														
Total Open Cases	87	139	142	143	118	90	88	76	79	78	79	13	1,132	1,645
Total Case Closures	58	63	143	108	158	149	94	112	95	108	68	70	1,226	1,350
Economic Stability	6	7	14	11	24	25	6	4	5	15	6	4	127	123
Family Reunification	0	0	0	1	0	0	0	0	0	1	0	0	2	3
Completed Short-Term Supportive Services	2	0	20	6	13	25	6	9	9	13	8	9	120	203
Exited Services-Client Choice	37	28	70	53	60	52	44	67	40	32	27	34	544	378
Institutionalization	0	0	1	0	0	0	0	0	0	0	0	0	1	2
Incarceration	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Not Eligible	13	34	38	32	45	47	38	32	41	47	27	23	417	623
Ombudsman / Complaints														
	3	10	17	22	9	8	5	11	13	10	9	5	122	128
CARE⁵														
Community Referrals Assigned (CODE 19's) ⁶	0	0	0	0	4	1	23	24	30	18	0	0	100	0
CARE Referrals Received	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Information & Referral Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWOD Intervention	0	0	0	0	0	0	0	0	0	0	0	0	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.
 - 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 no longer available.