



Social Service
2024 Executive Summary

	Month		Annual					
	September 2024	September 2023	2020	2021	2022	2023	Projected 2024	2023-2024% Δ
Clients								
Clients Requesting Services	895	872	26,120	10,783	11,468	10,629	10,933	2.9%
Clients Signed In (# of Client Eligibility Interviews)	48	93	11,698	3,454	4,116	3,600	447	-87.6%
Average Wait Time (In Working Days) ¹	107	28	9	18	26	19	-	-
Assistance²								
Financial Assistance	273	514	15,557	7,225	7,619	7,258	4,640	-36.1%
Transportation	1	1	108	59	67	46	8	-82.6%
Burial or Cremation	149	151	1,840	2,720	2,307	2,109	2,028	-3.8%
HHHA/AHC	202	245	6,317	5,352	4,110	3,025	2,413	-20.2%
Long Term Care	59	37	520	391	316	412	596	44.7%
Step Up	296	316	3,186	3,405	3,698	3,718	3,441	-7.4%
Ryan White	1,351	1,351	18,211	19,416	17,750	17,440	24,057	37.9%
Adult Day Care	6	6	171	60	70	70	67	-4.8%
Group Home	38	45	655	634	563	553	491	-11.3%
Call Center³								
Calls Received	7,100	7,597	67,641	70,639	78,739	88,863	79,141	-10.9%
Average Call Pick Up Time (In Minutes)	7	14	4	11	13	15	16	5.9%
Homeless Housing Assessments⁴								
Completed Client Housing Assessments	33	30	321	144	79	208	261	25.6%
Case Coordination and Management								
Total Open Cases	11	79	5,337	1,770	1,645	1,132	397	-64.9%
Total Case Closures	7	95	2,967	1,378	1,350	1,226	409	-66.6%
Economic Stability	1	5	330	172	123	127	40	-68.5%
Family Reunification	-	-	27	3	3	2	-	-100.0%
Completed Short-Term Supportive Services	3	9	220	97	203	120	61	-48.9%
Exited Services- Client Choice	1	40	1,370	499	378	544	139	-74.5%
Institutionalization	-	-	8	1	2	1	-	-100.0%
Incarceration	-	-	8	-	5	-	1	0.0%
Not Eligible	6	41	998	653	623	417	127	-69.6%
Ombudsman / Complaints	13	13	126	106	128	122	59	-51.9%
CARE⁵								
Community Referrals Assigned (CODE 19's) ⁶	-	30	-	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 September 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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