



Social Service
2022 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022	Projected Year End	2021
Clients															
Clients Requesting Services	971	791	964	977	810	0	0	0	0	0	0	0	4,513	4,513	10,783
Clients Signed In (# of Client Eligibility Interviews)	269	235	339	387	337	0	0	0	0	0	0	0	1,567	1,567	3,454
Average Wait Time (In Working Days) ¹	15	0	0	0	0	0	0	0	0	0	0	0	0	0	18
Assistance²															
Financial Assistance	737	625	795	777	622	0	0	0	0	0	0	0	3,556	3,556	7,225
Transportation	4	1	2	5	3	0	0	0	0	0	0	0	15	15	59
Burial or Cremation	218	233	225	185	180	0	0	0	0	0	0	0	1,041	1,041	2,720
HHHA/AHC	404	407	378	363	359	0	0	0	0	0	0	0	1,911	1,911	5,352
Long Term Care	27	27	24	24	24	0	0	0	0	0	0	0	126	126	391
Step Up	308	312	312	307	311	0	0	0	0	0	0	0	1,550	1,550	3,405
Ryan White	1,455	1,429	1,326	1,518	1,106	0	0	0	0	0	0	0	6,834	6,834	19,416
Adult Day Care	9	9	9	5	5	0	0	0	0	0	0	0	37	37	60
Group Home	49	49	44	45	45	0	0	0	0	0	0	0	232	232	634
Call Center³															
Calls Received	6,933	5,420	6,377	5,521	6,122	0	0	0	0	0	0	0	30,373	30,373	70,639
Average Call Pick Up Time (In Minutes)	17	9	8	7	7	0	0	0	0	0	0	0	4	4	11
Homeless Housing Assessments															
Completed Client Housing Assessments ⁴	21	8	2	1	13	0	0	0	0	0	0	0	45	45	144
Case Coordination and Management															
Total Open Cases	198	206	187	196	148	0	0	0	0	0	0	0	935	935	1,770
Total Case Closures	101	66	142	113	183	0	0	0	0	0	0	0	605	605	1,378
Economic Stability	9	7	16	8	19	0	0	0	0	0	0	0	59	59	172
Family Reunification	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Completed Short-Term Supportive Services	35	30	9	20	16	0	0	0	0	0	0	0	110	110	97
Exited Services-Client Choice	22	12	38	27	46	0	0	0	0	0	0	0	145	145	499
Institutionalization	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Incarceration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Eligible	34	17	77	58	102	0	0	0	0	0	0	0	288	288	653
Ombudsman / Complaints	40	41	15	5	5	0	0	0	0	0	0	0	106	106	106
CARE⁵															
Community Referrals Assigned (CODE 19's) ⁶	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36
CARE Referrals Received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	394
Information & Referral Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	285
SWOD Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	0	72

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.