



Social Service
2021 Executive Summary

	Month		Annual					
	February 2020	February 2021	2017	2018	2019	2020	Projected 2021	2020-2021% Δ
Clients								
Clients Requesting Services	4,736	972	76,497	64,511	71,231	26,120	10,668	-59.2%
Clients Signed In (# of Client Eligibility Interviews)	1,771	527	28,669	28,108	26,672	11,698	5,550	-52.6%
Average Wait Time (In Working Days) ¹	N/A	N/A	5	4	4	5	0	-100.0%
Assistance²								
Financial Assistance	1,178	1,042	28,796	27,827	26,583	15,557	10,998	-29.3%
Transportation	28	3	870	996	764	108	78	-27.8%
Burial or Cremation	129	134	1,654	1,648	1,513	1,840	1,806	-1.8%
HHHA/AHC	568	449	3,215	6,777	6,896	6,317	5,340	-15.5%
Long Term Care	59	44	300	564	586	520	456	-12.3%
Step Up	260	270	3,530	3,273	3,064	3,186	3,216	0.9%
Ryan White	1,512	1,886	11,447	16,106	16,561	18,211	18,726	2.8%
Adult Day Care	25	4	61	197	275	171	54	-68.4%
Group Home	59	44	248	713	734	655	552	-15.7%
Call Center³								
Calls Received	4,043	5,437	72,795	69,020	65,082	67,641	72,324	6.9%
Average Call Pick Up Time (In Minutes)	4	6	3	3	3	4	11	162.5%
Homeless Housing Assessments⁴								
Completed Client Housing Assessments	55	0	1,318	860	930	321	0	-100.0%
Case Coordination and Management								
Total Open Cases	626	325	7,592	8,132	8,072	5,337	3,732	-30.1%
Total Case Closures	281	148	3,725	3,967	3,885	2,967	1,896	-36.1%
Economic Stability	38	25	469	442	500	330	210	-36.4%
Family Reunification	2	0	67	26	28	27	12	-55.6%
Completed Short-Term Supportive Services	21	12	358	475	356	220	114	-48.2%
Exited Services- Client Choice	145	47	2,013	2,141	2,089	1,370	690	-49.6%
Institutionalization	1	0	9	6	6	8	0	-100.0%
Incarceration	0	0	14	12	20	8	12	50.0%
Not Eligible	74	64	795	865	886	998	840	-15.8%
Ombudsman / Complaints	9	4	246	277	233	119	54	-54.6%

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.