



Social Service
2013 Executive Summary

	Month		Annual					
	December 2012	December 2013	2009	2010	2011	2012	2013	2012-2013 % Δ
Clients								
Clients Requesting Services	8,221	7,709	148,369	109,400	111,059	104,796	105,036	0.2%
Average Wait Time (In Days)	0	8						
Intake								
Clients Signed In	7,023	3,868	123,876	83,082	90,312	87,663	59,702	-31.9%
Call Center								
Calls Received	0	6,436	-	-	32,945	62,404	79,477	27.4%
Average Call Pick Up Time (In Minutes)	0	5	-	-	5	4	6	47.9%
Assistance								
Clients Requesting Financial Assistance	862	1,697	40,045	13,773	12,581	11,005	11,818	7.4%
% Homeless	8.8%	6.0%	4.3%	3.7%	4.0%	5.1%	8.9%	3.8%
Clients Requesting Medical Assistance	7,556	7,855	116,291	96,423	98,662	93,315	92,752	-0.6%
% Homeless	7.7%	9.4%	4.6%	5.2%	5.9%	6.8%	9.2%	2.4%
Case Coordination and Management								
Clients Transitioned to Sustainability	0	32	-	-	-	147	306	108.2%
Ombudsman / Complaints	0	91	-	-	-	711	1,742	145.0%
Clark County Unemployment Rate	10.0%	0.0%	11.9%	14.3%	13.2%	10.4%	9.4%	-1.0%

Notes & Highlights

Clients - Client Requesting/seeking Services is the aggregate of clients who received a client intake form (CIF) and clients who returned for their scheduled return date. These data represents three types of clients: 1) clients who received a CIF form but self selected out prior to turning in the form, 2) clients who received a CIF form and handed it to PSS; 3) clients who returned for their scheduled date.

Intake - The Clients Signed-in to see a worker (number) displays all occurrences for the month being reported on.

Call Center - Data collection started Oct. 2011.

Assistance - The Medical Assistance (total clients) number will often be larger than the Clients Signed-in to see a worker number, this is an expected variance.

The Medical Assistance (total clients) displays all clients with eligibility for the month in question. The number of people with eligibility may not have had their eligibility determined in the month in question. For example, a client with six months of eligibility displayed in February 2012 may have had their eligibility determined in December 2011. Since they have eligibility for six months, the client will register as "receiving service" till the completion of May 2012. This being the case, the client will be displayed as receiving services for February, and subsequent months till the completion of their eligibility of service (May 2012).

Case Coordination and Case Management - Data collection started 2nd Qtr 2012.

Ombudsman/Complaints - Data collection started 1st Qtr 2012.