



Social Service 2025 Executive Summary

	Month		Annual					
	August 2024	August 2025	2021	2022	2023	2024	Projected 2025	2024-2025% Δ
Clients								
Clients Requesting Services	1,570	1,931	10,783	11,468	10,629	17,157	20,777	21.1%
Clients Signed In (# of Client Eligibility Interviews)	28	10	3,454	4,116	3,600	429	182	-57.7%
Average Wait Time (In Working Days) ¹	101	184	18	26	19	1,062	2,067	94.6%
Assistance²								
Financial Assistance	380	106	7,225	7,619	7,258	4,149	1,766	-57.4%
Transportation	-	8	59	67	46	8	36	350.0%
Burial or Cremation	201	137	2,720	2,307	2,109	1,906	1,764	-7.5%
HHHA/AHC	197	242	5,352	4,110	3,025	2,456	2,751	12.0%
Long Term Care	58	77	391	316	412	632	843	33.4%
Step Up	293	270	3,405	3,698	3,718	3,471	3,423	-1.4%
Ryan White	1,670	1,150	19,416	17,750	17,440	22,718	17,468	-23.1%
Adult Day Care	6	7	60	70	70	69	81	17.4%
Group Home	38	35	634	563	553	485	444	-8.5%
Call Center³								
Calls Received	8,315	4,552	70,639	78,739	88,863	74,808	60,458	-19.2%
Average Call Pick Up Time (In Minutes)	12	4	11	13	15	14	6	-57.6%
Homeless Housing Assessments⁴								
Completed Client Housing Assessments	26	33	144	79	208	282	357	26.6%
Case Coordination and Management								
Total Open Cases	19	2	1,770	1,645	1,132	322	216	-32.9%
Total Case Closures	12	4	1,378	1,350	1,226	333	68	-79.7%
Economic Stability	3	-	172	123	127	31	-	-100.0%
Family Reunification	-	-	3	3	2	-	-	#DIV/0!
Completed Short-Term Supportive Services	6	-	97	203	120	51	5	-91.2%
Exited Services- Client Choice	5	7	499	378	544	114	110	-3.9%
Institutionalization	-	-	1	2	1	-	-	#DIV/0!
Incarceration	-	-	-	5	-	1	-	-100.0%
Not Eligible	7	7	653	623	417	102	81	-20.6%
Ombudsman / Complaints	3	-	106	128	122	57	-	-100.0%
CARE⁵								
Community Referrals Assigned (CODE 19's) ⁶	-	-	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 October 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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