



Social Service 2025 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
Clients															
Clients Requesting Services	1,639	1,571	1,645	1,681	1,706	1,838	1,840	1,931					13,851	20,777	17,157
Clients Signed In (# of Client Eligibility Interviews)	8	17	9	26	21	17	13	10					121	182	429
Average Wait Time (in Working Days) ¹	146	156	165	175	184	184	184	184					1,378	2,067	1,062
Assistance²															
Financial Assistance	179	161	134	157	167	148	125	106					1,177	1,766	4,149
Transportation	-	-	-	-	-	8	8	8					24	36	8
Burial or Cremation	146	135	155	189	131	143	140	137					1,176	1,764	1,906
HHHA/AHC	211	197	230	230	239	243	242	242					1,834	2,751	2,456
Long Term Care	65	67	67	68	68	75	75	77					562	843	632
Step Up	287	286	299	299	301	269	271	270					2,282	3,423	3,471
Ryan White	1,679	1,720	1,571	1,691	1,624	1,035	1,175	1,150					11,645	17,468	22,718
Adult Day Care	6	6	7	7	7	7	7	7					54	81	69
Group Home	36	37	39	39	33	40	37	35					296	444	485
Call Center³															
Calls Received	5,469	5,346	5,288	5,120	5,017	4,818	4,695	4,552					40,305	60,458	74,808
Average Call Pick Up Time (in Minutes)	5	4	8	10	7	6	4	4					6	6	14
Homeless Housing Assessments															
Completed Client Housing Assessments ⁴	27	30	31	24	29	32	32	33					238	357	282
Case Coordination and Management															
Total Open Cases	10	16	18	15	38	24	21	2					144	216	322
Total Case Closures	1	4	6	4	12	6	8	4					45	68	333
Economic Stability	-	-	-	-	-	-	-	-					-	-	31
Family Reunification	-	-	-	-	-	-	-	-					-	-	-
Completed Short-Term Supportive Services	2	-	-	1	-	-	-	-					3	5	51
Exited Services-Client Choice	10	6	7	10	11	13	9	7					73	110	114
Institutionalization	-	-	-	-	-	-	-	-					-	-	-
Incarceration	-	-	-	-	-	-	-	-					-	-	1
Not Eligible	6	8	4	5	6	10	8	7					54	81	102
Ombudsman / Complaints	-	-	-	-	-	-	-	-					-	-	57
CARE⁵															
Community Referrals Assigned (CODE 19's) ⁶	-	-	-	-	-	-	-	-					-	-	-
CARE Referrals Received	-	-	-	-	-	-	-	-					-	-	-
Information & Referral Calls	-	-	-	-	-	-	-	-					-	-	-
SWOD Intervention	-	-	-	-	-	-	-	-					-	-	-

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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