



**Social Service**  
**2025 Executive Summary**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
<b>Clients</b>															
Clients Requesting Services <sup>7</sup>	1,639												1,639	19,668	17,157
Clients Signed In (# of Client Eligibility Interviews)	146												146	1,752	429
Average Wait Time (In Working Days) <sup>1</sup>	8												8	96	1,062
<b>Assistance<sup>2</sup></b>															
Financial Assistance	179												179	2,148	4,149
Transportation	-												-	-	8
Burial or Cremation	146												146	1,752	1,906
HHHA/AHC	211												211	2,532	2,456
Long Term Care	65												65	780	632
Step Up	287												287	3,444	3,471
Ryan White	1,679												1,679	20,148	22,718
Adult Day Care	6												6	72	69
Group Home	36												36	432	485
<b>Call Center<sup>3</sup></b>															
Calls Received	5,469												5,469	65,628	74,808
Average Call Pick Up Time (In Minutes)	5												5	5	14
<b>Homeless Housing Assessments</b>															
Completed Client Housing Assessments <sup>4</sup>	27												27	324	282
<b>Case Coordination and Management</b>															
Total Open Cases	10												10	120	322
Total Case Closures	1												1	12	333
Economic Stability	-												-	-	31
Family Reunification	-												-	-	-
Completed Short-Term Supportive Services	2												2	24	51
Exited Services-Client Choice	10												10	120	114
Institutionalization	-												-	-	-
Incarceration	-												-	-	1
Not Eligible	6												6	72	102
<b>Ombudsman / Complaints</b>	-												-	-	57
<b>CARE<sup>5</sup></b>															
Community Referrals Assigned (CODE 19's) <sup>6</sup>	-												-	-	-
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

6-CARE services changed processes, no longer collecting this data

7- Measure revised upward from April through September