



Social Service 2025 Executive Summary

	Month		Annual					
	January 2024	January 2025	2021	2022	2023	2024	Projected 2025	2024-2025% Δ
Clients								
Clients Requesting Services ⁷	1,174	1,639	10,783	11,468	10,629	17,157	19,668	14.6%
Clients Signed In (# of Client Eligibility Interviews)	65	146	3,454	4,116	3,600	429	1,752	308.4%
Average Wait Time (In Working Days) ¹	45	8	18	26	19	1,062	96	-91.0%
Assistance²								
Financial Assistance	456	179	7,225	7,619	7,258	4,149	2,148	-48.2%
Transportation	-	-	59	67	46	8	-	-100.0%
Burial or Cremation	283	146	2,720	2,307	2,109	1,906	1,752	-8.1%
HHHA/AHC	221	211	5,352	4,110	3,025	2,456	2,532	3.1%
Long Term Care	40	65	391	316	412	632	780	23.4%
Step Up	286	287	3,405	3,698	3,718	3,471	3,444	-0.8%
Ryan White	1,953	1,679	19,416	17,750	17,440	22,718	20,148	-11.3%
Adult Day Care	7	6	60	70	70	69	72	4.3%
Group Home	42	36	634	563	553	485	432	-10.9%
Call Center³								
Calls Received	8,037	5,469	70,639	78,739	88,863	74,808	65,628	-12.3%
Average Call Pick Up Time (In Minutes)	23	5	11	13	15	14	5	-64.7%
Homeless Housing Assessments⁴								
Completed Client Housing Assessments	5	27	144	79	208	282	324	14.9%
Case Coordination and Management								
Total Open Cases	66	10	1,770	1,645	1,132	322	120	-62.7%
Total Case Closures	77	1	1,378	1,350	1,226	333	12	-96.4%
Economic Stability	9	-	172	123	127	31	-	-100.0%
Family Reunification	-	-	3	3	2	-	-	#DIV/0!
Completed Short-Term Supportive Services	7	2	97	203	120	51	24	-52.9%
Exited Services- Client Choice	15	10	499	378	544	114	120	5.3%
Institutionalization	-	-	1	2	1	-	-	#DIV/0!
Incarceration	1	-	-	5	-	1	-	-100.0%
Not Eligible	12	6	653	623	417	102	72	-29.4%
Ombudsman / Complaints	5	-	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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7- Measure revised upward April through September