


|  | Social Service 2025 Executive Summary | | | | | | | |
|---|--|----------|--------|--------|--------|--------|----------------|--------------|
| | Month | | Annual | | | | | |
| | May 2024 | May 2025 | 2021 | 2022 | 2023 | 2024 | Projected 2025 | 2024-2025% Δ |
| Clients | | | | | | | | |
| Clients Requesting Services | 1,968 | 1,706 | 10,783 | 11,468 | 10,629 | 17,157 | 19,781 | 15.3% |
| Clients Signed In (# of Client Eligibility Interviews) | 32 | 21 | 3,454 | 4,116 | 3,600 | 429 | 194 | -54.7% |
| Average Wait Time (in Working Days) ¹ | 80 | 184 | 18 | 26 | 19 | 1,062 | 1,982 | 86.7% |
| Assistance² | | | | | | | | |
| Financial Assistance | 464 | 167 | 7,225 | 7,619 | 7,258 | 4,149 | 1,915 | -53.8% |
| Transportation | - | - | 59 | 67 | 46 | 8 | - | -100.0% |
| Burial or Cremation | 183 | 131 | 2,720 | 2,307 | 2,109 | 1,906 | 1,814 | -4.8% |
| HHHA/AHC | 191 | 239 | 5,352 | 4,110 | 3,025 | 2,456 | 2,657 | 8.2% |
| Long Term Care | 46 | 68 | 391 | 316 | 412 | 632 | 804 | 27.2% |
| Step Up | 293 | 301 | 3,405 | 3,698 | 3,718 | 3,471 | 3,533 | 1.8% |
| Ryan White | 2,437 | 1,624 | 19,416 | 17,750 | 17,440 | 22,718 | 19,884 | -12.5% |
| Adult Day Care | 5 | 7 | 60 | 70 | 70 | 69 | 79 | 14.8% |
| Group Home | 42 | 33 | 634 | 563 | 553 | 485 | 442 | -8.9% |
| Call Center³ | | | | | | | | |
| Calls Received | 6,203 | 5,017 | 70,639 | 78,739 | 88,863 | 74,808 | 62,976 | -15.8% |
| Average Call Pick Up Time (in Minutes) | 20 | 7 | 11 | 13 | 15 | 14 | 7 | -52.0% |
| Homeless Housing Assessments⁴ | | | | | | | | |
| Completed Client Housing Assessments | 46 | 29 | 144 | 79 | 208 | 282 | 338 | 20.0% |
| Case Coordination and Management | | | | | | | | |
| Total Open Cases | 28 | 38 | 1,770 | 1,645 | 1,132 | 322 | 233 | -27.7% |
| Total Case Closures | 58 | 12 | 1,378 | 1,350 | 1,226 | 333 | 65 | -80.5% |
| Economic Stability | 6 | - | 172 | 123 | 127 | 31 | - | -100.0% |
| Family Reunification | - | - | 3 | 3 | 2 | - | - | #DIV/0! |
| Completed Short-Term Supportive Services | 6 | - | 97 | 203 | 120 | 51 | 7 | -85.9% |
| Exited Services- Client Choice | 27 | 11 | 499 | 378 | 544 | 114 | 106 | -7.4% |
| Institutionalization | - | - | 1 | 2 | 1 | - | - | #DIV/0! |
| Incarceration | - | - | - | 5 | - | 1 | - | -100.0% |
| Not Eligible | 11 | 6 | 653 | 623 | 417 | 102 | 70 | -31.8% |
| Ombudsman / Complaints | 2 | - | 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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