



Memorandum

Date: May 28, 2015
To: Southern Nevada District Board of Health
From: Andrew J. Glass, FACHE, MS, *Director of Administration*
 Joseph P. Iser, MD, DrPH, MSc, *Chief Health Officer*

RE: Administration Division Monthly Report

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	April 2014	April 2015		YTD FY14	YTD FY15	
Maintenance Responses	216	157	↓	2112	1871	↓
Electrical Work Orders	21	9	↓	136	135	↓
HVAC Work Orders	20	3	↓	147	139	↓
Plumbing Work Orders	5	5	→	83	63	↓
Preventive Maintenance	40	29	↓	225	286	↑
Security Responses	1431	713	↓	12,477	7509	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	April 2014	April 2015		FY14	FY15	
Service Requests Completed	642	410	↓	4014	3732	↓
Service Requests Opened	614	417	↓	4455	3739	↓
Service Requests Open over 30 days	36	43	↑	606	375	↓

Information Services System Availability 24/7	April 2014	April 2015		FY14	FY15	
Total System	99.98	99.98		99.95	99.94	↓

Total Monthly Work Orders by Department	April 2014	April 2015		FY14	FY15	
Administration	155	87	↓	1238	1046	↓
Community Health	137	67	↓	744	676	↓
Environmental Health	171	88	↓	1125	980	↓
Nursing	179	168	↓	1381	1426	↑

First Call Resolution & Lock-Out Calls	April 2014	April 2015		FY14	FY15	
Total number of calls received	614	417	↓	4046	3824	↓
Number of first call resolutions	104	80	↓	451	793	↑
Number of Lock-out calls	4	0	↓	146	269	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	April 2014	April 2015		FY14	FY15	
Contracts Processed	16	18	↑	131	158	↑
Grants Processed	5	8	↑	40	52	↑
Purchase Orders Issued	153	154	↑	1582	1410	↓
Purchase Orders Paid	124	224	↑	1492	1692	↑
Payment Vouchers paid	221	234	↑	2499	2381	↓
Checks Issued	171	189	↑	2176	1778	↓
Electronic Fund Transfers Processed	65	88	↑	539	792	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	April 2014	April 2015		YTD FY14	YTD FY15	
Media - Print Articles	31	17	↓	238	194	↓
Media - Broadcast stories	38	19	↓	346	252	↓
Collateral - Advertising/Print Products	49	16	↓	314	178	↓
Community Outreach - Total Volunteers ¹	20	23	↑			
Community Outreach - Volunteer Hours	1,387	1088	↓	13,616	11,567	↓

¹Total volunteer numbers fluctuate from month to month and are not cumulative

Social Media Services	April 2014	April 2015		YTD FY14	YTD FY15	
*SNHD Facebook likes	811	2700	↑	811	2700	↑
* Henderson PHC Facebook likes	n/a	1048	-	n/a	1048	-
* Mesquite PHC Facebook likes	n/a	336	-	n/a	336	-

*Get Healthy Clark County Facebook likes	538	2095	↑	538	2095	↑
*EZ2Stop Facebook likes	184	1176	↑	184	1176	↑
*Use Condom Sense Facebook likes	1,460	6062	↑	1,460	6062	↑
*EZ2Stop Twitter followers	277	351	↑	277	351	↑
*SNHDFlu Twitter followers	361	528	↑	361	528	↑
*Get Healthy Clark County Twitter followers	149	221	↑	149	221	↑
*SNHDinfo Twitter followers	825	1224	↑	825	1224	↑
*TuSNHD Twitter followers	96	151	↑	96	151	↑
*Use Condom Sense Twitter	245	432	↑	245	432	↑
*SoNVTrauma Twitter	n/a	21	-	n/a	21	-

*Twitter and Facebook numbers are not cumulative

