



Memorandum

Date: June 25, 2015

To: Southern Nevada District Board of Health

From: *AGJ*
Andrew J. Glass, FACHE, MS, Director of Administration
Joseph P. Iser, MD, DrPH, MSc, Chief Health Officer *JPI*

RE: Administration Division Monthly Report

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	May 2014	May 2015		YTD FY14	YTD FY15	
Maintenance Responses	196	131	↓	2,308	2,002	↓
Electrical Work Orders	21	6	↓	149	141	↓
HVAC Work Orders	20	3	↓	154	142	↓
Plumbing Work Orders	5	7	↑	92	70	↓
Preventive Maintenance	40	33	↓	275	319	↑
Security Responses	1,008	680	↓	13,485	8,189	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	May 2014	May 2015		FY14	FY15	
Service Requests Completed	614	328	↓	4628	4068	↓
Service Requests Opened	604	370	↓	5059	4109	↓
Service Requests Open over 30 days	39	62	↑	645	437	↓

Information Services System Availability 24/7	May 2014	May 2015		FY14	FY15	
Total System	99.82	99.93	↑	99.89	99.94	↑

Total Monthly Work Orders by Department	May 2014	May 2015		FY14	FY15	
Administration	155	87	↓	1393	1133	↓
Community Health	116	54	↓	860	730	↓
Environmental Health	143	88	↓	1268	1068	↓
Nursing	200	99	↓	1581	1525	↓

First Call Resolution & Lock-Out Calls	May 2014	May 2015		FY14	FY15	
Total number of calls received	604	370	↓	4650	4194	↓
Number of first call resolutions	111	46	↓	562	839	↑
Number of Lock-out calls	17	0	↓	163	269	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	May 2014	May 2015		YTD FY14	YTD FY15	
Contracts Processed	10	23	↑	141	181	↑
Grants Processed	10	4	↓	50	56	↑
Purchase Orders Issued	139	152	↑	1721	1562	↓
Purchase Orders Paid	128	299	↑	1620	1991	↑
Payment Vouchers paid	224	460	↑	2723	2841	↑
Checks Issued	180	396	↑	2356	2174	↓
Electronic Fund Transfers Processed	73	123	↑	612	915	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	May 2014	May 2015		YTD FY14	YTD FY15	
Media - Print Articles	17	17	-	255	211	↓
Media - Broadcast stories	20	16	↓	366	268	↓
Collateral - Advertising/Print Products	13	23	↑	327	201	↓
Community Outreach - Total Volunteers ¹	20	23	↑			
Community Outreach - Volunteer Hours	1,301	928	↓	14,917	12,495	↓

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

Social Media Services	May 2014	May 2015		YTD FY14	YTD FY15	
*SNHD Facebook likes	828	3,290	↑	828	3,290	↑
* Henderson PHC Facebook likes	n/a	1,472	-	n/a	1,472	-
* Mesquite PHC Facebook likes	n/a	446	-	n/a	446	-
*Get Healthy Clark County Facebook likes	541	2,096	↑	541	2,096	↑
*EZ2Stop Facebook likes	185	1,605	↑	185	1,605	↑
*Use Condom Sense Facebook likes	2,316	6,417	↑	2,316	6,417	↑
*EZ2Stop Twitter followers	292	365	↑	292	365	↑
*SNHDFlu Twitter followers	378	538	↑	378	538	↑
*Get Healthy Clark County Twitter followers	155	226	↑	155	226	↑
*SNHDinfo Twitter followers	850	1,282	↑	850	1,282	↑
*TuSNHD Twitter followers	101	177	↑	101	177	↑
*Use Condom Sense Twitter	262	462	↑	262	462	↑
*SoNVTrauma Twitter	n/a	24	-	n/a	24	-
SNHD YouTube video views	28,046	190,165	↑	488,875	892,088	↑
Use Condom Sense YouTube	285	163	↓	3,939	2,260	↓

*Twitter and Facebook numbers are not cumulative

