# Memorandum

**Date:** February 25, 2016

**To:** Southern Nevada District Board of Health

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

**RE:** Administration Division Monthly Report – January 2016

## ADMINISTRATION Facilities - Fiscal Year Data

| Total Monthly Work Orders by Department | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Maintenance responses** | 112 | 103 | ↓ | 1314 | 1043 | ↓ |
| **Electrical Work Orders** | 8 | 5 | ↓ | 94 | 57 | ↓ |
| **HVAC Work Orders** | 7 | 0 | ↓ | 109 | 38 | ↓ |
| **Plumbing Work Orders** | 6 | 6 | → | 45 | 38 | ↓ |
| **Preventive Maintenance** | 17 | 9 | ↓ | 213 | 162 | ↓ |
| **Security responses** | 629 | 650 | ↓ | 5590 | 4758 | ↓ |

## ADMINISTRATION Finance - Fiscal Year Data

| Total Monthly Work Orders by Department | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Contracts Processed** | 22 | 26 | ↑ | 108 | 195 | ↑ |
| **Grants Processed** | 0 | 9 | ↑ | 33 | 38 | ↑ |
| **Purchase Orders Issued** | 118 | 98 | ↓ | 941 | 946 | ↑ |
| **Invoices Paid** | 522 | 452 | ↓ | 2603 | 3940 | ↑ |
| **Checks Issued** | 202 | 129 | ↓ | 1208 | 1462 | ↑ |
| **Electronic Fund Transfers Processed** | 104 | 120 | ↑ | 520 | 895 | ↑ |

## ADMINISTRATION Information Technology - Fiscal Year Data

| Service Requests | Jan 2015 | Jan 2016 | | FY15 | FY16 | |
|---|---|---|---|---|---|---|
| **Service Requests Completed** | 497 | 230 | ↓ | 2849 | 2141 | ↓ |
| **Service Requests Opened** | 502 | 272 | ↓ | 4229 | 2145 | ↓ |
| **Service Requests Open over 30 days** | 56 | 51 | ↓ | 293 | 321 | ↑ |

| Information Services System Availability 24/7 | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Total System** | 99.83 | 99.96 | ↑ | 99.89 | 99.95 | ↑ |

| Total Monthly Work Orders by Department | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Administration** | 119 | 73 | ↓ | 755 | 599 | ↓ |
| **Community Health** | 78 | 59 | ↓ | 465 | 438 | ↓ |
| **Environmental Health** | 125 | 36 | ↓ | 696 | 459 | ↓ |
| **Nursing** | 175 | 62 | ↓ | 933 | 656 | ↓ |

| First Call Resolution & Lock-Out Calls | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Total number of calls received** | 502 | 272 | ↓ | 3238 | 2145 | ↓ |
| **Number of first call resolutions** | 155 | 19 | ↓ | 789 | 165 | ↓ |
| **Number of Lock-out calls** | 2 | 4 | ↑ | 57 | 11 | ↓ |

## ADMINISTRATION Public Information Office - Fiscal Year Data

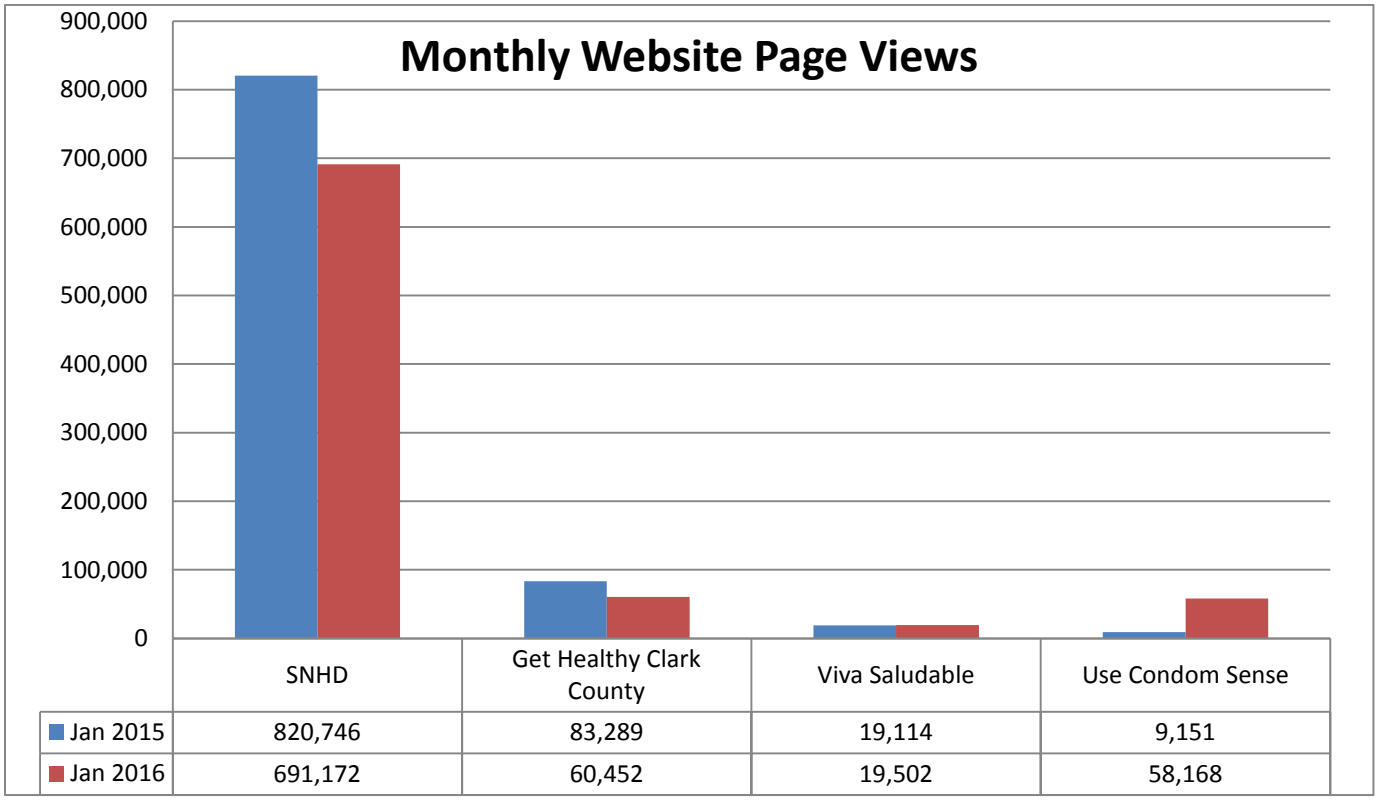
| Media, Collateral and Community Outreach Services | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| **Media - Print Articles** | 16 | 7 | ↓ | 120 | 107 | ↓ |
| **Media - Broadcast stories** | 39 | 9 | ↓ | 172 | 127 | ↓ |
| **Collateral - Advertising/Print Products** | 15 | 15 | -- | 129 | 155 | ↑ |
| **Community Outreach - Total Volunteers**[1] | 22 | 24 | ↑ | | | |
| **Community Outreach - Volunteer Hours** | 1,025 | 1,093 | ↓ | 8,270 | 7,241 | ↓ |

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

| Social Media Services | Jan 2015 | Jan 2016 | | YTD FY15 | YTD FY16 | |
|---|---|---|---|---|---|---|
| ***SNHD Facebook likes** | 1,056 | 3,399 | ↑ | 1,056 | 3,399 | ↑ |
| ***** Henderson PHC Facebook likes** | 64 | 1,472 | ↑ | 64 | 1,472 | ↑ |
| ***** Mesquite PHC Facebook likes** | 15 | 442 | ↑ | 15 | 442 | ↑ |
| ***Get Healthy Clark County Facebook likes** | 570 | 2,636 | ↑ | 570 | 2,636 | ↑ |
| ***EZ2Stop Facebook likes** | 202 | 1,753 | ↑ | 202 | 1,753 | ↑ |
| ***Use Condom Sense Facebook likes** | 5,567 | 6,269 | ↑ | 5,567 | 6,269 | ↑ |
| ***EZ2Stop Twitter followers** | 342 | 370 | ↑ | 342 | 370 | ↑ |
| ***SNHDFlu Twitter followers** | 484 | 626 | ↑ | 484 | 626 | ↑ |
| ***Get Healthy Clark County Twitter followers** | 206 | 269 | ↑ | 206 | 269 | ↑ |
| ***SNHDinfo Twitter followers** | 1,106 | 1,615 | ↑ | 1,106 | 1,615 | ↑ |
| ***TuSNHD Twitter followers** | 142 | 174 | ↑ | 142 | 174 | ↑ |

| | | | | | | |
|---|---|---|---|---|---|---|
| ***Use Condom Sense Twitter** | 382 | 520 | ↑ | 382 | 520 | ↑ |
| ***SoNVTrauma Twitter** | 16 | 39 | ↑ | 16 | 39 | ↑ |
| **SNHD YouTube video views** | 140,805 | 148,712 | ↑ | 265,614 | 2,528,511 | ↑ |
| **Use Condom Sense YouTube** | 192 | 136 | ↓ | 1,380 | 1,313 | ↓ |

*Twitter and Facebook numbers are not cumulative




| | SNHD | Get Healthy Clark County | Viva Saludable | Use Condom Sense |
|---|---|---|---|---|
| Jan 2015 | 820,746 | 83,289 | 19,114 | 9,151 |
| Jan 2016 | 691,172 | 60,452 | 19,502 | 58,168 |