

Memorandum

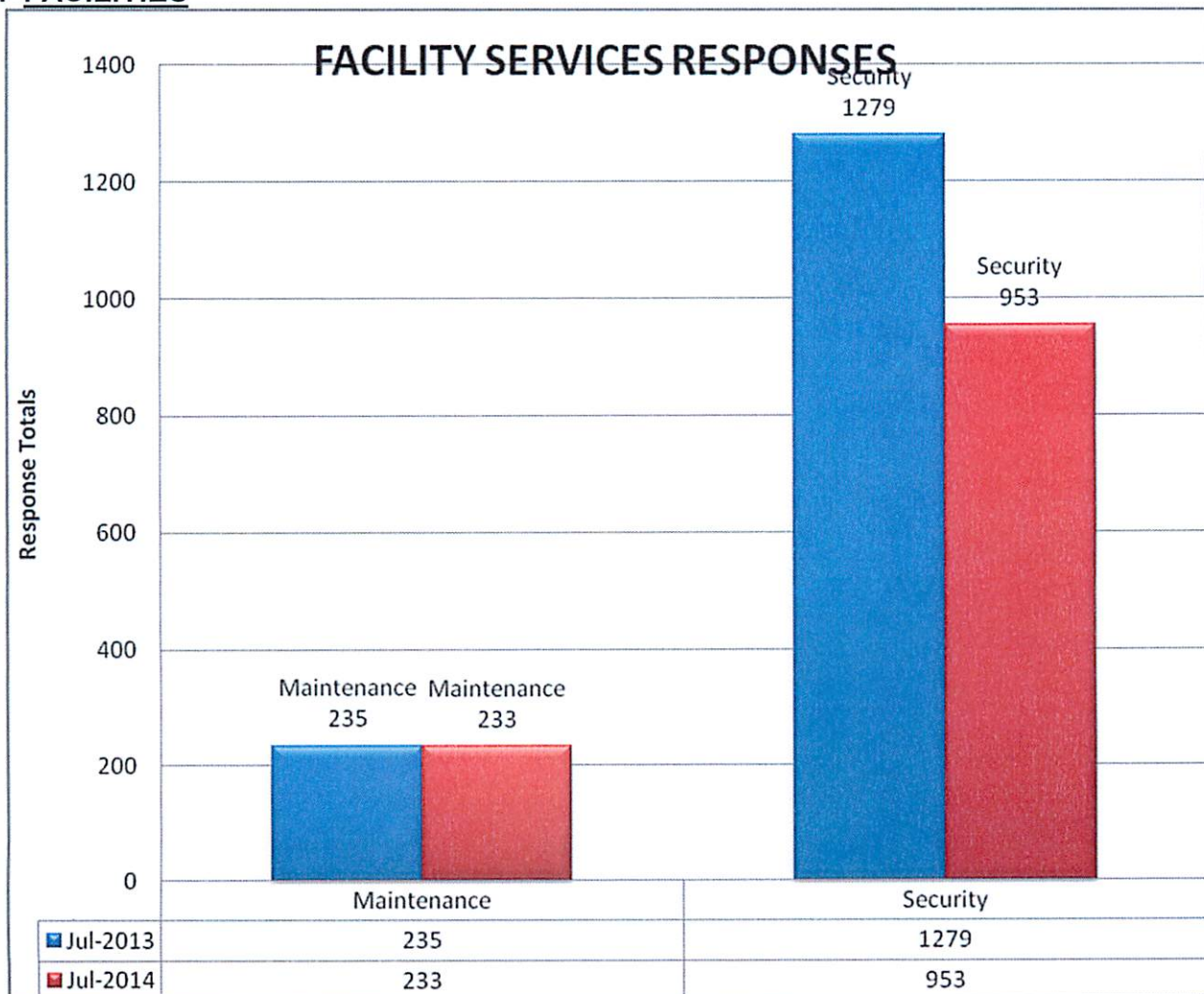
DATE: August 28, 2014

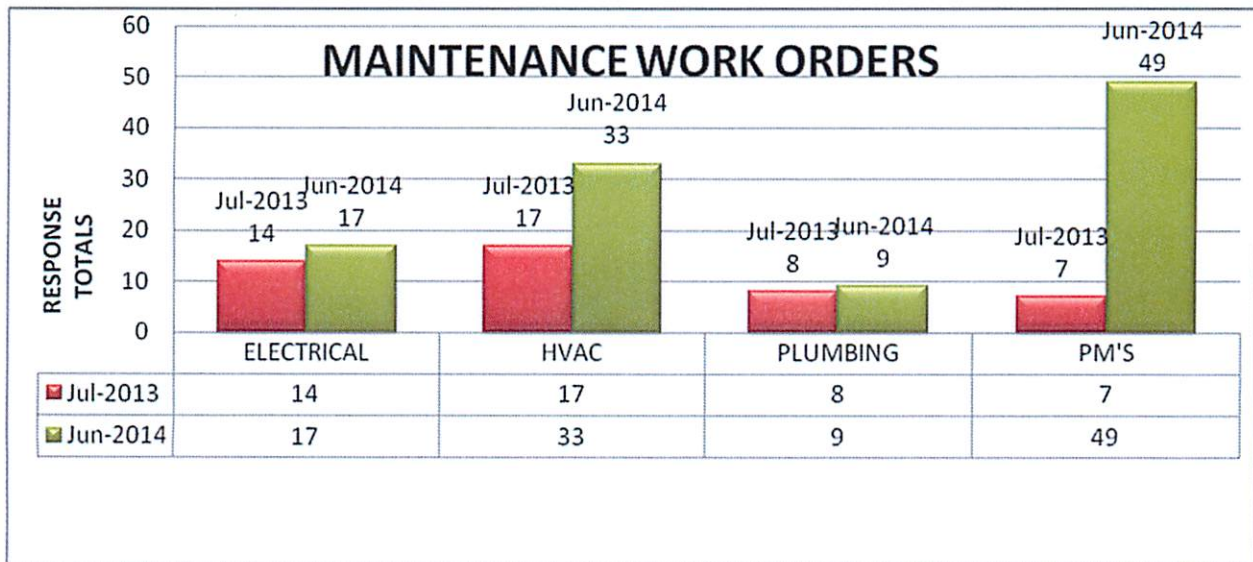
TO: Southern Nevada District Board of Health

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

SUBJECT: July 2014 Administration Monthly Activity Report

I. FACILITIES





II. INFORMATION TECHNOLOGY

SERVICE REQUESTS	July 2014	July 2013	YTD FY 2014	YTD FY 2013
Service Requests Completed	492	509	6433	6795
Service Requests Opened	465	494	6092	6874
Service Requests Open Over 30 Days	38	63	816	640

INFORMATION SERVICES SYSTEM AVAILABILITY 24/7	July 2014	July 2013	YTD FY 2014	YTD FY 2013
Total System	99.04	99.0	99.43	98.81

TOTAL MONTHLY WORK ORDERS BY DEPARTMENT	July 2014	July 2013	YTD FY 2014	YTD FY 2013
Administration	139	135	1136	1360
Community Health	91	99	1024	722
Environmental Health	132	114	966	1242
Nursing	130	161	1257	1594

FIRST CALL RESOLUTION & LOCK-OUT CALLS	July 2014	July 2013	YTD FY 2014	YTD FY 2013
Total number of calls received	465	494	6757	6885
Number of first call resolutions	10	6	907	1334
Number of lock-out calls	114	68	172	193

III. FINANCE

CONTRACT/PROCUREMENT & DISBURSEMENT	July 2014	July 2013	YTD FY 2015	YTD FY 2014
Contracts Processed	21	14	21	14
Grants Processed	3	2	3	2
Purchase Orders Issued	184	204	184	204
Purchase Orders Paid	129	166	129	166
Payment Vouchers Paid	216	258	216	258
Checks Issued	166	248	166	248
Electronic Fund Transfers Processed	68	27	68	27

IV. PUBLIC INFORMATION OFFICE (PIO)

MEDIA	June 14	June 13	YTD FY 2014	YTD FY 2013
Print articles	10	23	265	303
Broadcast stories	20	29	386	414

COLLATERAL	June 14	June 13	YTD FY 2014	YTD FY 2013
Advertising/Print products	12	23	319	269

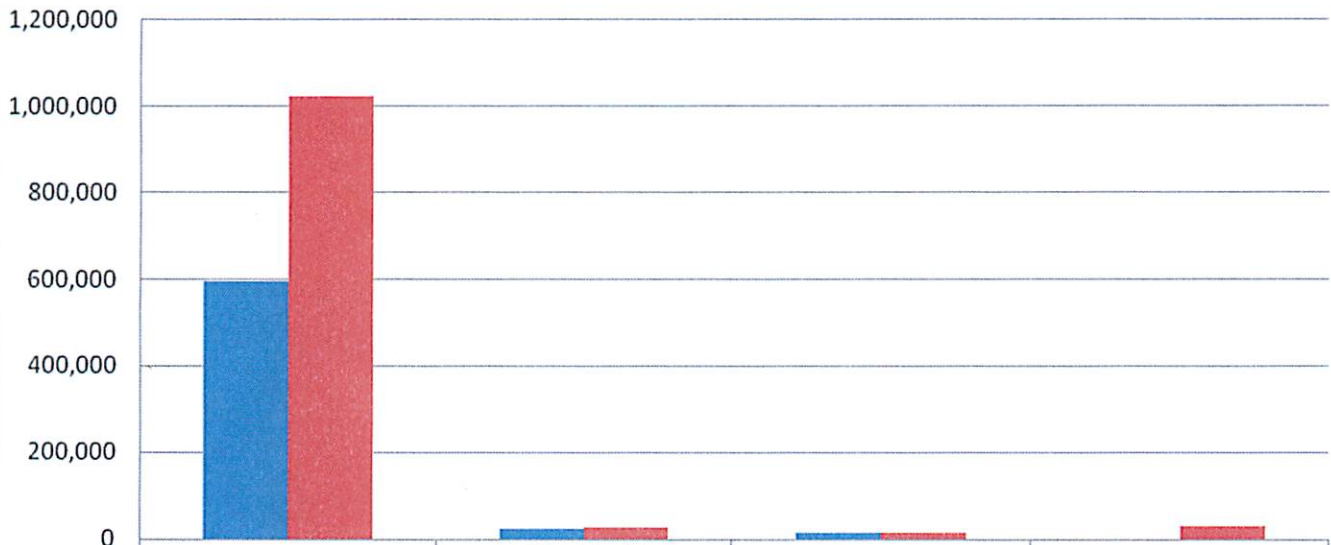
COMMUNITY OUTREACH	June 14	June 13	YTD FY 2014	YTD FY 2013
Total volunteers	20	32	*	*
Volunteer hours	1,104	1,607	16,021	15,233

*Volunteer numbers fluctuate from month to month and are not cumulative.

SOCIAL MEDIA	July FY 15	July FY 14	YTD FY 2015	YTD 2014
SNHD Facebook likes	867	665	867	665
Get Healthy Clark County Facebook likes	554	479	554	479
EZ2Stop Facebook likes	187	145	187	145
Use Condom Sense Facebook likes	3,939	n/a	3,939	3,939
EZ2Stop Twitter followers	302	226	302	226
SNHDflu Twitter followers	399	277	399	277
Get Healthy Clark County Twitter followers	171	100	171	100
SNHDinfo Twitter followers	913	654	913	654
TuSNHD Twitter followers	117	77	117	77
UseCondomSense Twitter	292	n/a	292	n/a
SoNVTrauma Twitter	6	n/a	6	n/a
SNHD YouTube video views	20,925	197,310	20,925	197,310
Use Condom Sense YouTube	229	n/a	229	n/a

Note: Twitter and Facebook follower numbers are not cumulative.

Monthly Website Page Views



	SNHD	Get Healthy Clark County	Viva Saludable	Use Condom Sense
■ Jul-13	594,582	23,689	14,052	0
■ Jul-14	1,022,240	27,537	14,711	29,795