



# Memorandum

**Date:** July 23, 2015

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

**From:** *Andrew J. Glass* **Andrew J. Glass, FACHE, MS, Director of Administration**  
*Joseph P. Iser* **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	June 2014	June 2015		YTD FY14	YTD FY15	
Maintenance Responses	173	160	↓	2,481	2,162	↓
Electrical Work Orders	21	7	↓	170	148	↓
HVAC Work Orders	13	14	↑	167	156	↓
Plumbing Work Orders	8	7	↓	100	77	↓
Preventive Maintenance	31	22	↓	306	341	↑
Security Responses	876	638	↓	14,361	8,827	↓

## ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	June 2014	June 2015		FY14	FY15	
Service Requests Completed	483	423	↓	5111	4492	↓
Service Requests Opened	516	423	↓	5575	4532	↓
Service Requests Open over 30 days	45	52	↑	690	489	↓

Information Services System Availability 24/7	June 2014	June 2015		FY14	FY15	
Total System	99.76	99.96	↑	99.83	99.95	↑

Total Monthly Work Orders by Department	June 2014	June 2015		FY14	FY15	
Administration	107	111	↑	1500	1244	↓
Community Health	97	60	↓	957	790	↓
Environmental Health	131	126	↓	1399	1194	↓
Nursing	148	126	↓	1729	1651	↓

First Call Resolution & Lock-Out Calls	June 2014	June 2015		FY14	FY15	
Total number of calls received	516	423	↓	5166	4617	↓
Number of first call resolutions	128	21	↓	690	860	↑
Number of Lock-out calls	20	2	↓	183	271	↑

#### ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Jun 2014	Jun 2015		YTD FY14	YTD FY15	
Contracts Processed	8	35	↑	149	216	↑
Grants Processed	4	10	↑	54	66	↑
Purchase Orders Issued	145	127	↓	1866	1689	↓
Purchase Orders Paid	163	317	↑	1783	2308	↑
Payment Vouchers paid	227	277	↑	2950	3118	↑
Checks Issued	197	210	↑	2553	2384	↓
Electronic Fund Transfers Processed	75	138	↑	687	1053	↑

#### ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	June 2014	June 2015		YTD FY14	YTD FY15	
Media - Print Articles	10	19	↑	265	230	↓
Media - Broadcast stories	20	14	↓	386	282	↓
Collateral - Advertising/Print Products	12	14	↑	339	215	↓
Community Outreach - Total Volunteers <sup>1</sup>	20	25	↑			
Community Outreach - Volunteer Hours	1,104	1,141	↑	16,021	13,636	↓

<sup>1</sup>Total volunteer numbers fluctuate from month to month and are not cumulative

Social Media Services	June 2014	June 2015		YTD FY14	YTD FY15	
*SNHD Facebook likes	848	3,297	↑	848	3,297	↑
* Henderson PHC Facebook likes	n/a	1,475	-	n/a	1,475	-
* Mesquite PHC Facebook likes	n/a	445	-	n/a	445	-
*Get Healthy Clark County Facebook likes	550	2,108	↑	550	2,108	↑
*EZ2Stop Facebook likes	186	1,609	↑	186	1,609	↑
*Use Condom Sense Facebook likes	3,001	6,402	↑	3,001	6,402	↑
*EZ2Stop Twitter followers	299	360	↑	299	360	↑
*SNHDFlu Twitter followers	387	550	↑	387	550	↑
*Get Healthy Clark County Twitter followers	163	277	↑	163	277	↑
*SNHDinfo Twitter followers	875	1,318	↑	875	1,318	↑
*TuSNHD Twitter followers	109	159	↑	109	159	↑
*Use Condom Sense Twitter	273	468	↑	273	468	↑
*SoNVTrauma Twitter	n/a	26	-	n/a	26	-
SNHD YouTube video views	23,076	213,494	↑	511,951	1,105,582	↑
Use Condom Sense YouTube	284	165	↓	4,223	2,425	↓

\*Twitter and Facebook numbers are not cumulative

## Monthly Website Page Views

