



# Memorandum

Date: October 9, 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*

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RE: Administration Division Monthly Report

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## ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	August 2015	August 2016		YTD FY15	YTD FY16	
Maintenance Responses	191	186	↓	424	333	↓
Electrical Work Orders	14	8	↓	31	14	↓
HVAC Work Orders	14	7	↓	47	12	↓
Plumbing Work Orders	7	9	↑	16	17	↑
Preventive Maintenance	28	34	↑	77	56	↓
Security Responses	917	784	↓	1870	1500	↓

## ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Aug 2014	Aug 2015		FY15	FY16	
Service Requests Completed	378	335	↓	870	738	↓
Service Requests Opened	379	310	↓	844	724	↓
Service Requests Open over 30 days	40	47	↑	78	104	↑

  

Information Services System Availability 24/7	Aug 2014	Aug 2015		FY15	FY16	
Total System	99.97	99.91	↓	99.51	99.93	↑

<b>Total Monthly Work Orders by Department</b>	<b>Aug 2014</b>	<b>Aug 2015</b>		<b>FY15</b>	<b>FY16</b>	
Administration	103	86	↓	242	205	↓
Community Health	71	60	↓	162	143	↓
Environmental Health	70	80	↓	202	178	↓
Nursing	134	109	↓	264	223	↓

<b>First Call Resolution &amp; Lock-Out Calls</b>	<b>Aug 2014</b>	<b>Aug 2015</b>		<b>FY15</b>	<b>FY16</b>	
Total number of calls received	379	310	↓	943	724	↓
Number of first call resolutions	98	35	↓	212	62	↓
Number of Lock-out calls	13	3	↓	23	5	↓

**ADMINISTRATION Finance - Fiscal Year Data**

<b>Total Monthly Work Orders by Department</b>	<b>Aug 2014</b>	<b>Aug 2015</b>		<b>YTD FY15</b>	<b>YTD FY16</b>	
Contracts Processed	16	27	↑	37	48	↑
Grants Processed	5	5	→	8	10	↑
Purchase Orders Issued	114	127	↑	298	332	↑
Invoices Paid	478	504	↑	823	1267	↑
Checks Issued	229	196	↓	395	486	↑
Electronic Fund Transfers Processed	98	107	↑	166	258	↑

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

<b>Media, Collateral and Community Outreach Services</b>	<b>Aug 2014</b>	<b>Aug 2015</b>		<b>YTD FY15</b>	<b>YTD FY16</b>	
Media - Print Articles	25	15	↓	36	47	↑
Media - Broadcast stories	32	24	↓	43	60	↑
Collateral - Advertising/Print Products	21	17	↓	33	37	↑
Community Outreach - Total Volunteers <sup>1</sup>	27	28	↑			
Community Outreach - Volunteer Hours	1,290	1,065	↓	2,686	2,130	↓

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

Social Media Services	Aug 2014	Aug 2015		YTD FY15	YTD FY16	
*SNHD Facebook likes	907	3,321	↑	907	3,321	↑
* Henderson PHC Facebook likes	n/a	1,477	-	n/a	1,477	-
* Mesquite PHC Facebook likes	n/a	447	-	n/a	447	-
*Get Healthy Clark County Facebook likes	556	2,404	↑	556	2,404	↑
*EZ2Stop Facebook likes	188	1,626	↑	188	1,626	↑
*Use Condom Sense Facebook likes	4,725	6,370	↑	4,725	6,370	↑
*EZ2Stop Twitter followers	316	360	↑	316	360	↑
*SNHDFlu Twitter followers	413	573	↑	413	573	↑
*Get Healthy Clark County Twitter followers	178	237	↑	178	237	↑
*SNHDinfo Twitter followers	935	1,418	↑	935	1,418	↑
*TuSNHD Twitter followers	121	164	↑	121	164	↑
*Use Condom Sense Twitter	294	482	↑	294	482	↑
*SoNVTrauma Twitter	n/a	29	↑	n/a	29	↑
SNHD YouTube video views	16,137	385,300	↑	37,729	745,243	↑
Use Condom Sense YouTube	251	193	↓	480	406	↓

\*Twitter and Facebook numbers are not cumulative

