



Memorandum

Date: January 28, 2016
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*

RE: Administration Division Monthly Report – November 2015

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Nov 2015	NOV 2016		YTD FY15	YTD FY16	
Maintenance Responses	189	130	↓	1015	790	↓
Electrical Work Orders	9	8	↓	68	35	↓
HVAC Work Orders	17	13	↓	92	33	↓
Plumbing Work Orders	3	8	↑	27	28	↑
Preventive Maintenance	13	22	↑	165	137	↓
Security Responses	669	616	↓	4224	3511	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Nov 2014	Nov 2015		FY15	FY16	
Service Requests Completed	301	226	↓	2005	1604	↓
Service Requests Opened	288	214	↓	3340	1566	↓
Service Requests Open over 30 days	41	41	→	187	237	↑

Information Services System Availability 24/7	Nov 2014	Nov 2015		FY15	FY16	
Total System	99.99	99.98	↓	99.90	99.91	↑

Total Monthly Work Orders by Department	Nov 2014	Nov 2015		FY15	FY16	
Administration	91	73	↓	556	443	↓
Community Health	45	34	↓	337	324	↓
Environmental Health	87	58	↓	506	347	↓
Nursing	78	61	↓	606	501	↓

First Call Resolution & Lock-Out Calls	Nov 2014	Nov 2015		FY15	FY16	
Total number of calls received	288	214	↓	2349	1566	↓
Number of first call resolutions	82	21	↓	517	114	↓
Number of Lock-out calls	2	2	→	50	7	↓

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Nov 2014	Nov 2015		YTD FY15	YTD FY16	
Contracts Processed	10	15	↑	70	139	↑
Grants Processed	6	8	↑	29	25	↓
Purchase Orders Issued	117	113	↓	700	706	↑
Invoices Paid	315	512	↑	1799	2821	↑
Checks Issued	148	200	↑	880	1104	↑
Electronic Fund Transfers Processed	59	119	↑	349	607	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Nov 2014	Nov 2015		YTD FY15	YTD FY16	
Media - Print Articles	12	7	↓	93	94	↓
Media - Broadcast stories	9	13	↑	123	112	↓
Collateral - Advertising/Print Products	25	28	↑	110	112	↑
Community Outreach - Total Volunteers ¹	22	28	↑			
Community Outreach - Volunteer Hours	1,022	987	↓	6,168	5,114	↓

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

Social Media Services	Nov. 2014	Nov. 2015		YTD FY15	YTD FY16	
*SNHD Facebook likes	1004	3,398	↑	1004	3,398	↑
* Henderson PHC Facebook likes	n/a	1,474	-	n/a	1,474	-
* Mesquite PHC Facebook likes	n/a	446	-	n/a	446	-
*Get Healthy Clark County Facebook likes	566	2,618	↑	566	2,618	↑
*EZ2Stop Facebook likes	194	1,669	↑	194	1,669	↑
*Use Condom Sense Facebook likes	4,993	6,362	↑	4,993	6,362	↑
*EZ2Stop Twitter followers	330	360	↑	330	360	↑
*SNHDFlu Twitter followers	464	605	↑	464	605	↑
*Get Healthy Clark County Twitter followers	195	254	↑	195	254	↑
*SNHDinfo Twitter followers	1,052	1,544	↑	1,052	1,544	↑
*TuSNHD Twitter followers	133	171	↑	133	171	↑
*Use Condom Sense Twitter	339	499	↑	339	499	↑
*SoNVTrauma Twitter	16	39	↑	16	39	↑
SNHD YouTube video views	16,330	531,858	↑	80,610	2,022,252	↑
Use Condom Sense YouTube	170	217	↑	1,039	1,024	↓

*Twitter and Facebook numbers are not cumulative

