



# Memorandum

Date: October 22, 2015

To: Southern Nevada District Board of Health

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

RE: Administration Division Monthly Report

## ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Sept 2015	Sept 2016		YTD FY15	YTD FY16	
Maintenance Responses	253	166	↓	677	499	↓
Electrical Work Orders	10	4	↓	41	18	↓
HVAC Work Orders	14	3	↓	61	15	↓
Plumbing Work Orders	4	4	→	20	21	↑
Preventive Maintenance	40	34	↓	117	90	↓
Security Responses	805	681	↓	2675	2181	↓

## ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Sept 2014	Sept 2015		FY15	FY16	
Service Requests Completed	413	350	↓	1283	1088	↓
Service Requests Opened	416	359	↓	1260	1083	↓
Service Requests Open over 30 days	37	43	↑	115	147	↑

  

Information Services System Availability 24/7	Sept 2014	Sept 2015		FY15	FY16	
Total System	99.82	99.87	↑	99.67	99.90	↑

<b>Total Monthly Work Orders by Department</b>	<b>Sept 2014</b>	<b>Sept 2015</b>		<b>FY15</b>	<b>FY16</b>	
Administration	111	90	↓	353	295	↓
Community Health	79	73	↓	241	216	↓
Environmental Health	92	72	↓	294	250	↓
Nursing	131	115	↓	395	338	↓

<b>First Call Resolution &amp; Lock-Out Calls</b>	<b>Sept 2014</b>	<b>Sept 2015</b>		<b>FY15</b>	<b>FY16</b>	
Total number of calls received	416	359	↓	1359	1083	↓
Number of first call resolutions	98	15	↓	310	77	↓
Number of Lock-out calls	10	3	↓	33	5	↓

**ADMINISTRATION Finance - Fiscal Year Data**

<b>Total Monthly Work Orders by Department</b>	<b>Sep 2014</b>	<b>Sep 2015</b>		<b>YTD FY15</b>	<b>YTD FY16</b>	
Contracts Processed	10	37	↑	47	85	↑
Grants Processed	11	7	↓	19	16	↓
Purchase Orders Issued	144	119	↓	442	451	↑
Invoices Paid	319	486	↑	1142	1753	↑
Checks Issued	170	197	↑	565	683	↑
Electronic Fund Transfers Processed	62	111	↑	228	369	↑

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

<b>Media, Collateral and Community Outreach Services</b>	<b>Sept. 2014</b>	<b>Sept 2015</b>		<b>YTD FY15</b>	<b>YTD FY16</b>	
Media - Print Articles	19	11	↓	55	58	↑
Media - Broadcast stories	30	20	↓	73	80	↑
Collateral - Advertising/Print Products	27	25	↓	60	62	↓
Community Outreach - Total Volunteers <sup>1</sup>	27	28	↑			
Community Outreach - Volunteer Hours	1,229	1,001	↓	3,915	3,131	↓

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

<b>Social Media Services</b>	<b>Sept. 2014</b>	<b>Sept. 2015</b>		<b>YTD FY15</b>	<b>YTD FY16</b>	
*SNHD Facebook likes	952	3,382	↑	952	3,382	↑
* Henderson PHC Facebook likes	n/a	1,475	-	n/a	1,475	-
* Mesquite PHC Facebook likes	n/a	447	-	n/a	447	-
*Get Healthy Clark County Facebook likes	557	2,605	↑	557	2,605	↑
*EZ2Stop Facebook likes	192	1,647	↑	192	1,647	↑
*Use Condom Sense Facebook likes	4,737	6,363	↑	4,737	6,363	↑
*EZ2Stop Twitter followers	317	360	↑	317	360	↑
*SNHDFlu Twitter followers	423	584	↑	423	584	↑
*Get Healthy Clark County Twitter followers	183	244	↑	183	244	↑
*SNHDinfo Twitter followers	965	1,453	↑	965	1,453	↑
*TuSNHD Twitter followers	128	165	↑	128	165	↑
*Use Condom Sense Twitter	316	490	↑	316	490	↑
*SoNVTrauma Twitter	11	31	↑	11	31	↑
SNHD YouTube video views	13,744	341,416	↑	51,473	1,086,659	↑
Use Condom Sense YouTube	202	185	↓	682	591	↑

\*Twitter and Facebook numbers are not cumulative

