



Memorandum

Date: March 24, 2016

To: Southern Nevada District Board of Health

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

RE: Administration Division Monthly Report – February 2016

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Maintenance responses	217	327	↑	1531	1370	↓
Electrical Work Orders	16	24	↑	110	81	↓
HVAC Work Orders	9	11	↑	118	49	↓
Plumbing Work Orders	5	9	↑	50	47	↓
Preventive Maintenance	14	12	↓	227	174	↓
Security responses	621	634	↑	6211	5392	↓

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Contracts Processed	16	16	→	124	211	↑
Grants Processed	6	6	→	39	44	↑
Purchase Orders Issued	118	172	↑	1059	1118	↑
Invoices Paid	492	687	↑	3095	4627	↑
Checks Issued	168	214	↑	1376	1676	↑
Electronic Fund Transfers Processed	89	152	↑	609	1047	↑

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Feb 2015	Feb 2016		FY15	FY16	
Service Requests Completed	396	471	↑	3245	2612	↓
Service Requests Opened	373	507	↑	4602	2652	↓
Service Requests Open over 30 days	56	57	↑	349	378	↑

Information Services System Availability 24/7	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Total System	99.89	98.39	↓	99.89	99.17	↓

Total Monthly Work Orders by Department	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Administration	138	136	↓	893	735	↓
Community Health	57	117	↑	522	555	↑
Environmental Health	128	90	↓	824	549	↓
Nursing	143	128	↓	1076	784	↓

First Call Resolution & Lock-Out Calls	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Total number of calls received	373	507	↑	3611	2652	↓
Number of first call resolutions	82	39	↓	871	204	↓
Number of Lock-out calls	0	5	↑	57	16	↓

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
Media - Print Articles	35	12	↓	155	119	↓
Media - Broadcast stories	48	17	↓	220	144	↓
Collateral - Advertising/Print Products	14	12	↓	143	167	↑
Community Outreach - Total Volunteers ¹	22	24	↑			
Community Outreach - Volunteer Hours	1,050	1,129	↑	9,320	8,370	↓

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

Social Media Services	Feb 2015	Feb 2016		YTD FY15	YTD FY16	
*Facebook SNHD	1,079	3,048	↑	1,079	3,048	↑
*Facebook Henderson PHC	66	1,471	↑	66	1,471	↑
*Facebook Mesquite PHC	15	442	↑	15	442	↑
*Facebook Get Healthy Clark County	570	2,670	↑	570	2,670	↑
*Facebook EZ2Stop	202	1,753	↑	202	1,753	↑
*Facebook THINK/Use Condom Sense	5,714	6,285	↑	5,714	6,285	↑
*Facebook SNHD THINK Project (NEW)	0	0		0	0	
*Twitter EZ2Stop	344	375	↑	344	375	↑
*Twitter SNHDFlu	501	639	↑	501	639	↑
*Twitter Get Healthy CC	209	675	↑	209	675	↑
*Twitter SNHDinfo	1,152	1,674	↑	1,152	1,674	↑
*Twitter TuSNHD	147	177	↑	147	177	↑

*Twitter THNK/Use Condom Sense

*Twitter SoNVTraumaSyst

YouTube SNHD

YouTube THNK/Use Condom Sense

395	525	↑	395	525	↑
18	39	↑	18	39	↑
173,701	73,179	↓	439,315	2,601,690	↑
213	138	↓	1,593	1,451	↓

*Twitter and Facebook numbers are not cumulative

