

MEMORANDUM

Date: February 17, 2026

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, MPA, Chief Executive Officer, FQHC *RS*
Cassius Lockett, PhD, District Health Officer *CL*

Subject: Community Health Center FQHC Chief Executive Officer Report – January 2026

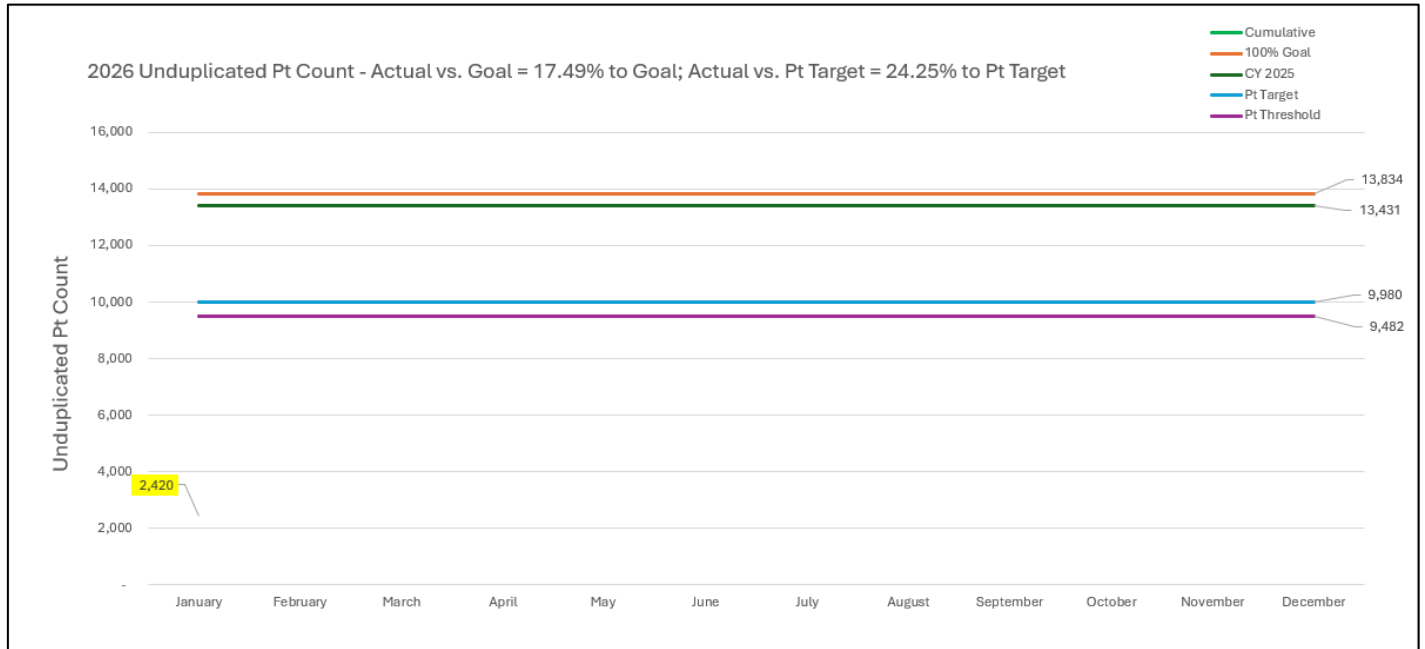
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

January Highlights - Administrative

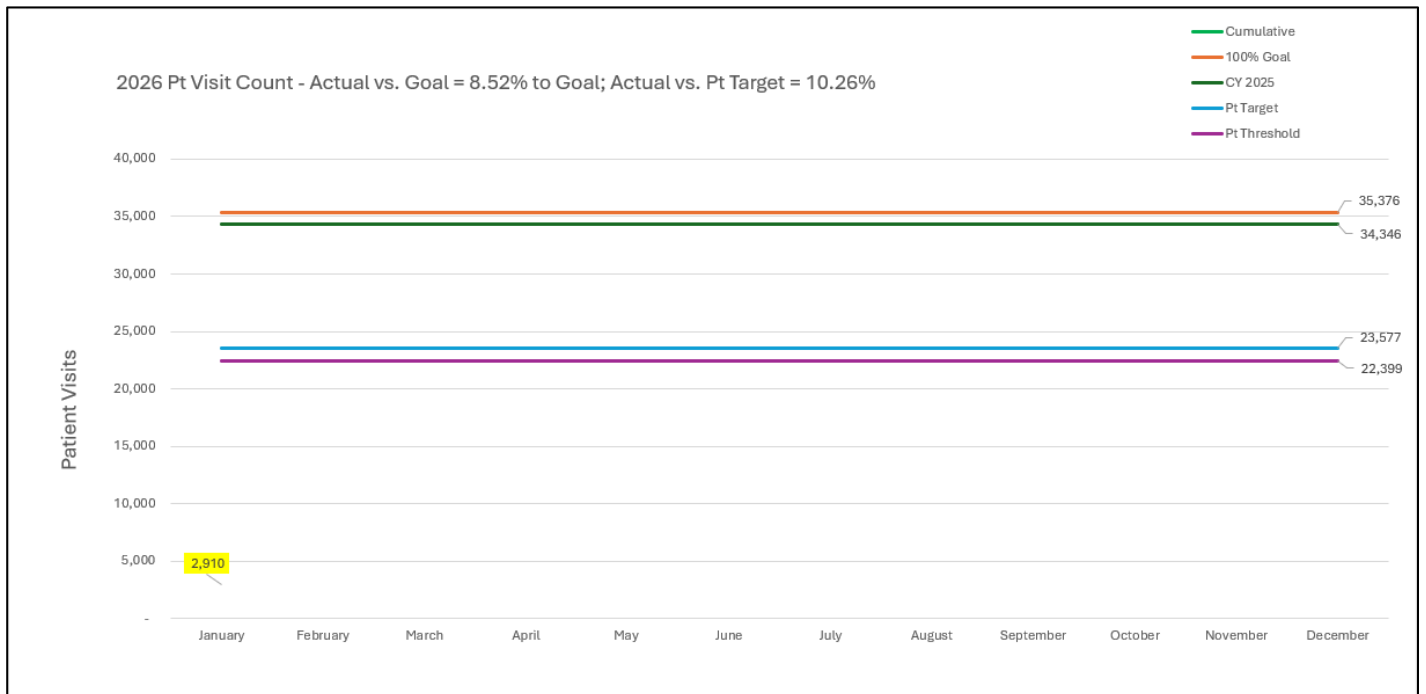
- Behavioral health access up 27% year-over-year.
- Primary care access up 26% year-over-year.
- Pharmacy encounters up 21% year-over-year.
- 2,538 empaneled Medicaid members; most members ever assigned to SNHD/SNCHC.
- Current Title X funding expires on 3/31/26. Awaiting guidance and notification of new funding period.
- Patient Center Medical Home (PCMH) transformation activities ongoing.
- Title X CY25 Family Planning Annual Report submitted.
- CY25 Uniform Data Systems (UDS) report ongoing.
- Recruitment for a doctor for the Fremont Public Health Center ongoing.
- One Community Health Worker in the Ryan White program awarded SNHD's January 2026 Employee of the Month.

Access

Unduplicated Patients – January 2026



Patient Visits Count – January 2026



Provider Visits by Program and Site – January 2026

Facility	Program	JAN '26	JAN '25	JAN YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	729	608	17%	5,476	4,152	24%
Fremont	Family Health	541	419	23%	3,370	2,404	29%
Total	Family Health	1,270	1,027	19%	8,846	6,556	26%
Decatur	Family Planning	147	177	-20%	925	1,113	-20%
Fremont	Family Planning	128	172	-34%	1,152	909	21%
Total	Family Planning	275	349	-27%	2,077	2,022	3%
Decatur	Sexual Health	578	532	8%	3,797	3,532	7%
Fremont	Sexual Health	139	170	-22%	795	889	
ASEC	Sexual Health				0	113	
Total	Sexual Health	717	702	2%	4,592	4,534	1%
Decatur	Behavioral Health	159	133	16%	1,225	836	32%
Fremont	Behavioral Health	160	101	37%	998	797	
Total	Behavioral Health	319	234	27%	2,223	1,633	27%
Decatur	Ryan White	225	253	-12%	1,633	1,576	3%
Fremont	Ryan White	35	31	11%	185	174	
Total	Ryan White	260	284	-9%	1,818	1,750	4%
FQHC Total		2,841	2,596	9%	19,556	16,495	16%

Pharmacy Services

	26-Jan	25-Jan		FY26 YTD	FY25 YTD		% Change YOY
Client Encounters (Pharmacy)	1,738	1,392	↑	11,889	9,809	↑	21.2%
Prescriptions Filled	3,247	2,438	↑	22,066	16,304	↑	35.3%
Client Clinic Encounters (Pharmacist)	40	67	↓	394	411	↓	-4.1%
Financial Assistance Provided	26	24	↑	100	224	↓	-55.4%
Insurance Assistance Provided	42	10	↑	101	68	↑	48.5%

- A. Dispensed 3,247 prescriptions for 1,738 patients.
- B. Pharmacists completed 40 patient clinic encounters.
- C. Assisted 26 patients with obtaining medication financial assistance.
- D. Assisted 42 patients with receiving insurance approvals.

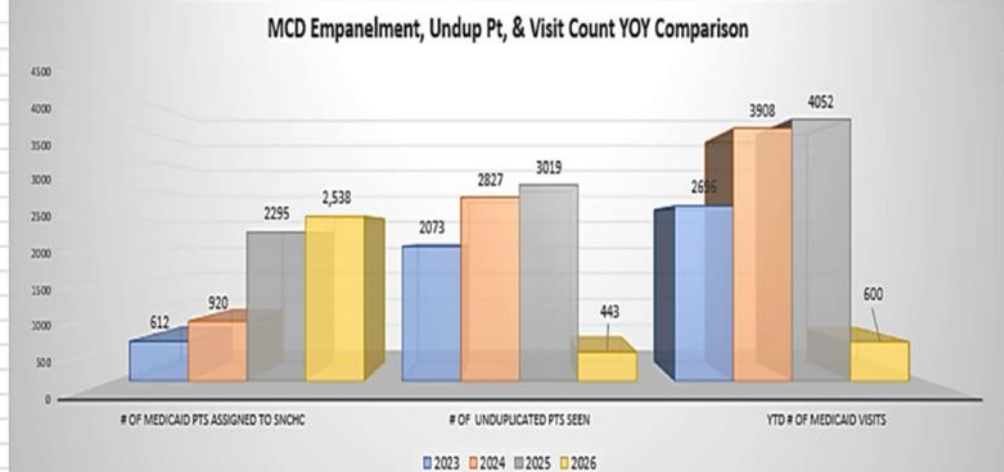
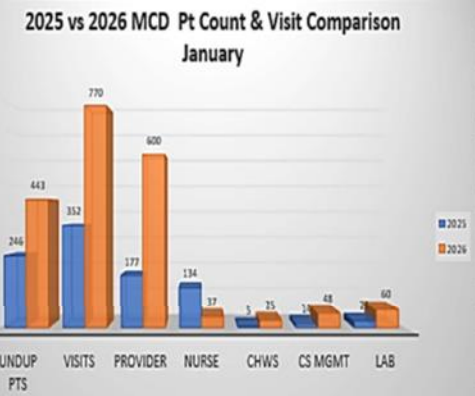
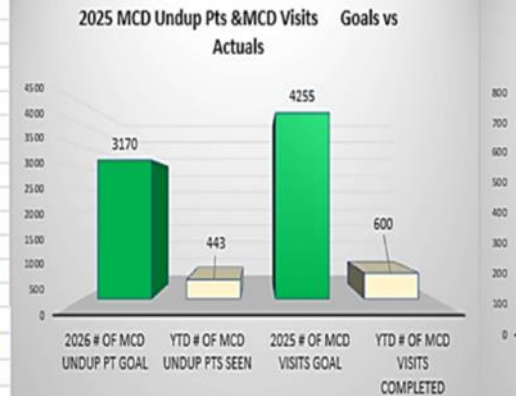
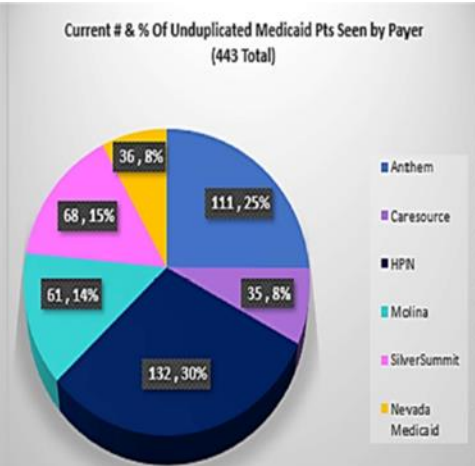
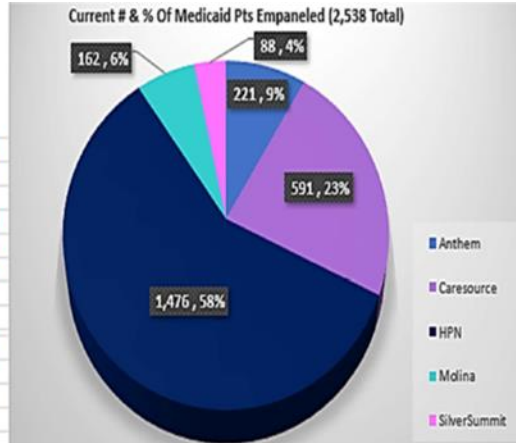
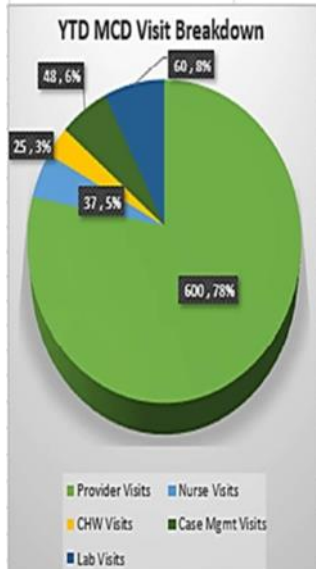
Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid Pts Empaneled
Anthem	221
Caresource	591
HPN	1,476
Molina	162
SilverSummit	88
Total	2,538

Empanelment Growth YoY - 2025 v 2026	11%
2026 # of MCD Undup Pt Goal	3170
YTD # of MCD Undup Pts Seen	443
% of Unduplicated Pts to Goal	13.97%
# of Medicaid Pts Assigned to SNCHC	2,538
2025 # of MCD Visits Goal	4255
YTD # of MCD Visits Completed	600
% of Medicaid Pts Visits to Goal	14.10%
Average # of Medicaid visits per undup pt	1.35

Unduplicated MCD Pts Seen YTD	
Anthem	111
Caresource	35
HPN	132
Molina	61
SilverSummit	68
Nevada Medicaid	36
Total	443

YTD MCD Visit Breakdown	
Provider Visits	600
Nurse Visits	37
CHW Visits	25
Case Mgmt Visits	48
Lab Visits	60
Total Visits	770



Calendar Year	2023	2024	2025	2026
# of Medicaid Pts Assigned to SNCHC	612	920	2295	2,538
# of Unduplicated Pts Seen	2073	2827	3019	443
Goal of Medicaid Visits		2831	4104	4255
YTD # of Medicaid Visits	2696	3908	4052	600
% of Medicaid Pts Seen to Goal	N/A	138.04%	101.68%	13.97%
Average # of Medicaid visits per undup pt	1.30	1.38	1.34	1.35

January	2025	2026	Change	Change
MCD Undup Pts	246	443	197	80.08%
MCD Visits	352	770	418	118.75%
MCD Provider	177	600	423	238.98%
MCD Nurse	134	37	-97	-72.39%
MCD CHWs	5	25	20	400.00%
MCD CS Mgmt	14	48	34	242.86%
MCD Lab	22	60	38	172.73%

Behavioral Health Services

- A. The Behavioral Health Psychiatric Nurse Practitioner celebrated their five-year anniversary with the Health District and was recognized in the presence of their colleagues.
- B. The Behavioral Health Team completed coding training facilitated by a coding expert.
- C. The Behavioral Health Team received training on the Chronic Care Management (CCM) module and has initiated patient enrollment.

Family Planning Services

- A. Current Title X budget period concludes on March 31, 2026. Awaiting instructions from the Office of Population Affairs on the submission of a non-competing continuous grant application.
- B. Family Planning program access was down 27% in January and is up 3% year-over-year. Program team administrators and clinical staff are working with SNHD's Quality Improvement and Accreditation Program Manager on a quality improvement project to increase access to care. This project is ongoing.
- C. The Title X CY25 Family Planning Annual Report was submitted to the Office of Population Affairs.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 63 referrals between January 1st and January 31st. There were two (2) pediatric clients referred to the Medical Case Management in January, and the program received two (2) referrals for a pregnant women living with HIV during this time.
- B. There were 786 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 415 unique clients served under these programs in January.
- C. The Ryan White ambulatory clinic provided a total of 467 visits in the month of January, including 26 initial provider visits, 197 established provider visits including three (3) tele-visits to established patients. Additionally, there were 26 nursing visits and 221 lab visits provided. There were 52 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of January. There were 12 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in January.
- D. The Ryan White clinic provides Rapid StART services, with a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a walk-in basis. There were eight (8) patients seen under the Rapid StART Program in January.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 614 unique services to 571 unduplicated patients for the month of January.
- B. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- C. The SHC continues to collaborate with UMC on referrals for evaluation and treatment of neurosyphilis. The SHC is collaborating with the PPC - Sexual Health and Outreach Prevention Programs (SHOPP) on the Gilead FOCUS grant to expand express testing services for asymptomatic patients and provide linkage to care for patients needing STI, Hepatitis C or HIV treatment services. The SHC continues to refer pregnant patients with syphilis and patients needing complex STI evaluation and treatment to PPC SHOPP for nurse case management services.

Refugee Health Program (RHP)

Refugee Health Program for the month of January.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	3
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	5
Clients encounter by program (adults)	11
Refugee Health Screening for January 2026	16
Total for FY25-FY26	28

Outreach/In Reach Activity

There was no outreach events reported in January 2026.

Number of events	0 – Outreach 0 – In reach
Number of people reached	0
Number of people linked to the clinic	0
Number of hours dedicated to outreach	0

Eligibility and Insurance Enrollment Assistance

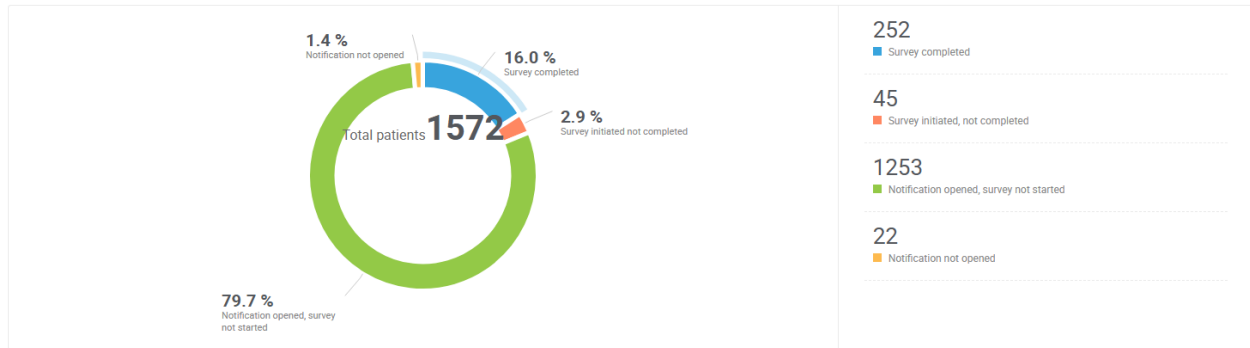
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

Patient Satisfaction: See attached survey results.

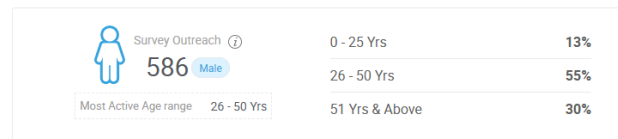
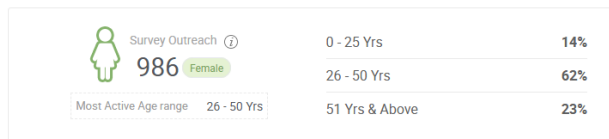
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

Southern Nevada Community Health Center Patient Satisfaction Survey – January 2026

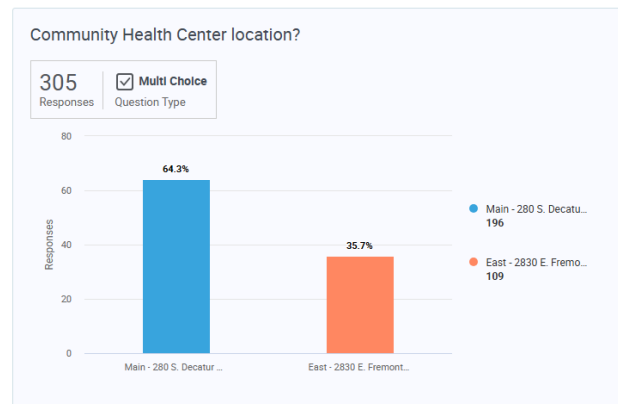
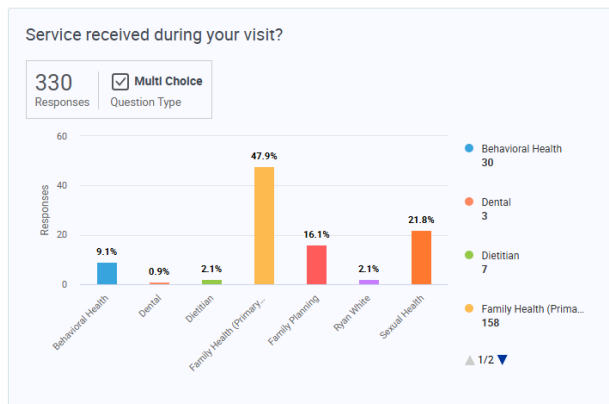
Overview



Gender

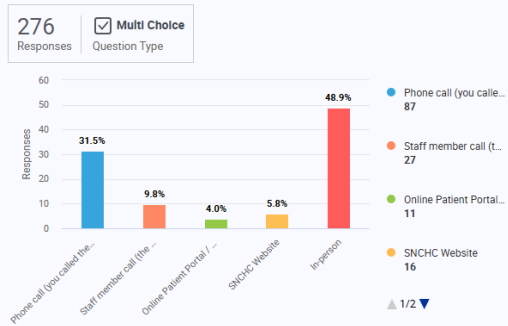


Service and Location

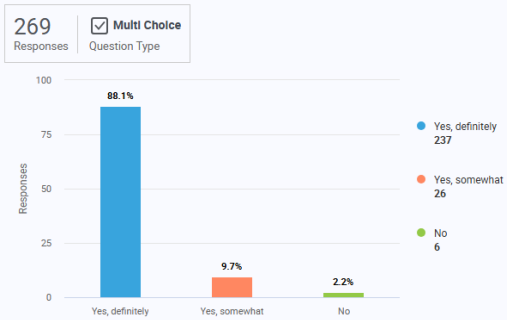


Provider, Staff, and Facility

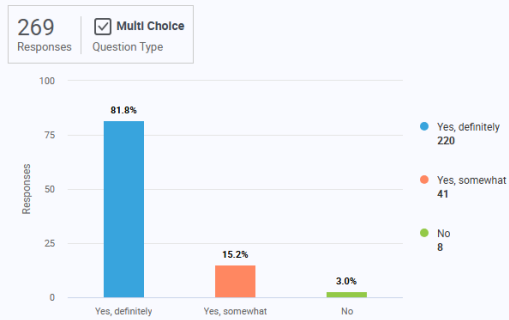
Thinking about your most recent visit, how did you make an appointment?



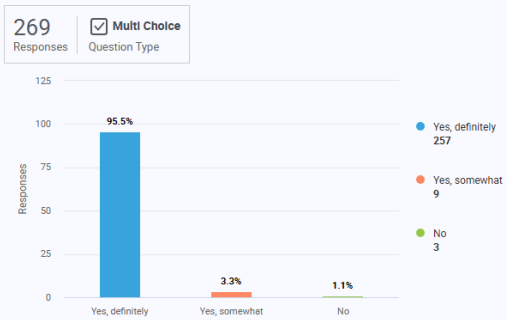
Thinking about your recent visit, was it easy to schedule an appointment?



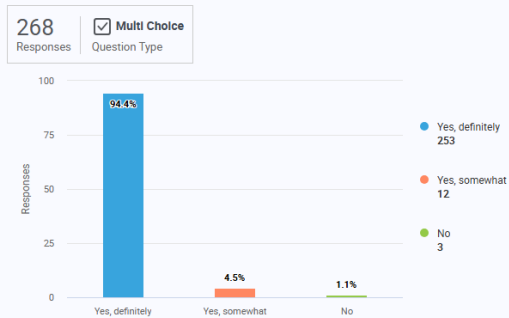
Was the recent visit as soon as you needed?



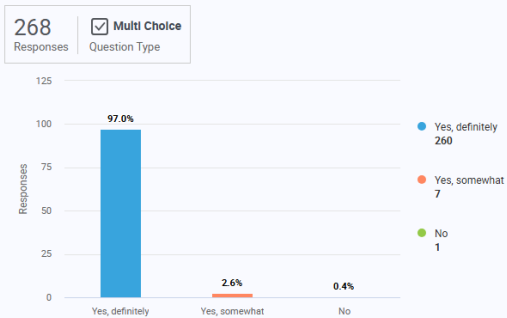
Did the provider explain things in a way that was easy to understand?



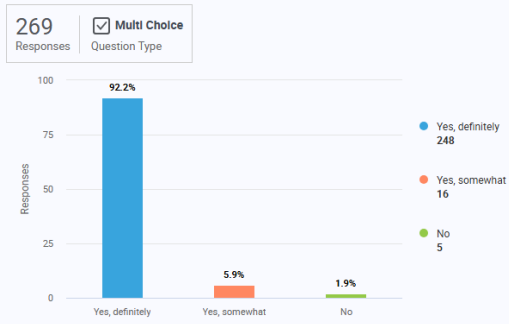
Did the provider listen carefully to you?



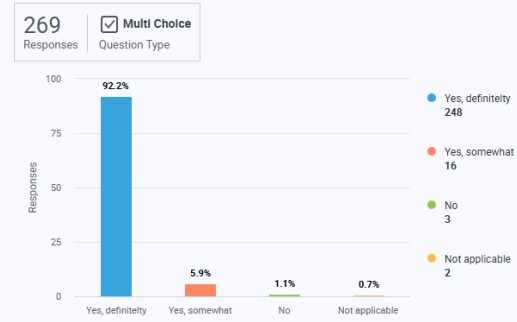
Did the provider show respect for what you had to say?



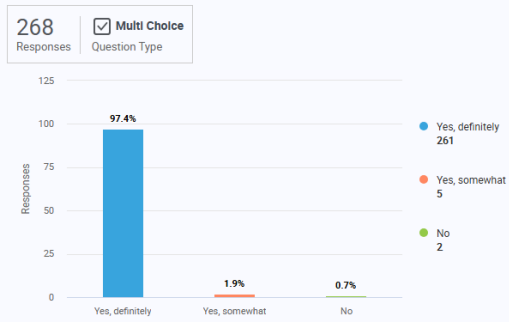
Did the provider spend enough time with you?



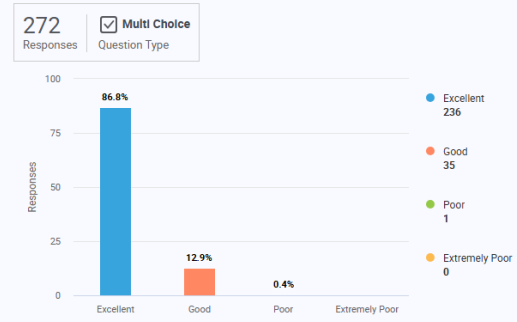
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



Did the staff treat you with courtesy and respect?



Thinking about the facility, how was the overall cleanliness and appearance?



How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

268

Responses

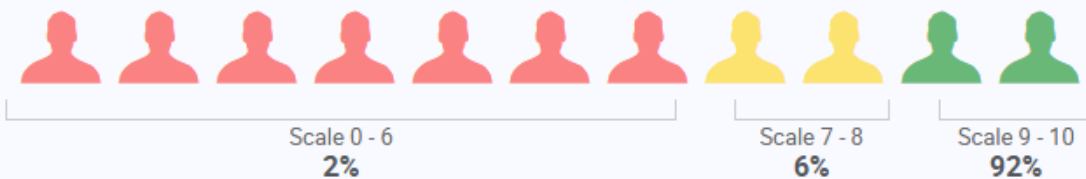
123

Numbers

Question Type

90

Net Promoter Score (NPS)



6

Scale 0 - 6

15

Scale 7 - 8

247

Scale 9 - 10

General Information

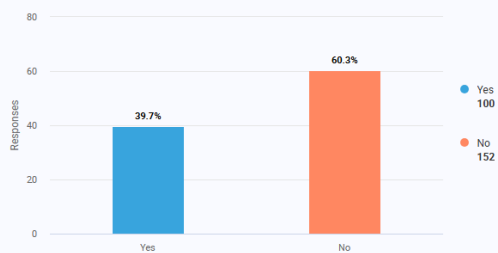
Do you have health insurance?

252

Responses

☒ Multi Choice

Question Type



How did you hear about us?

263

Responses

☒ Multi Choice

Question Type

