

MEMORANDUM

Date: April 21, 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 – March 2026

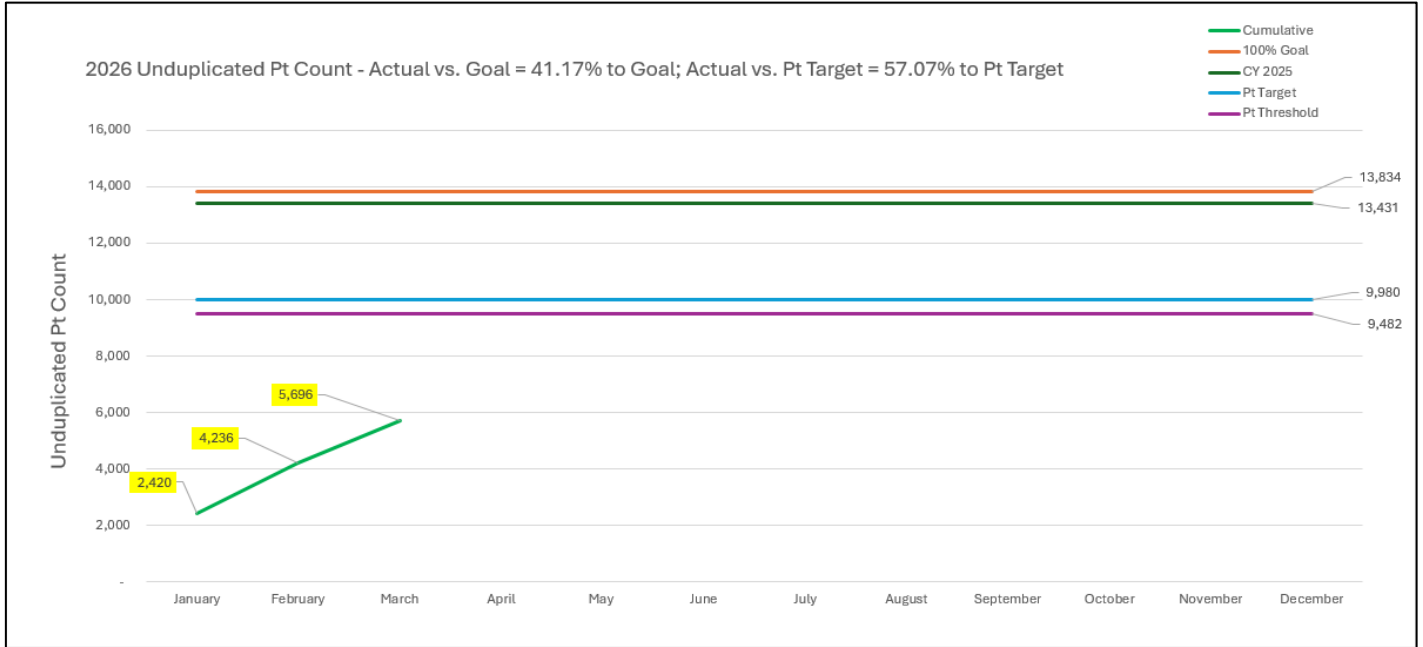
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

March Highlights - Administrative

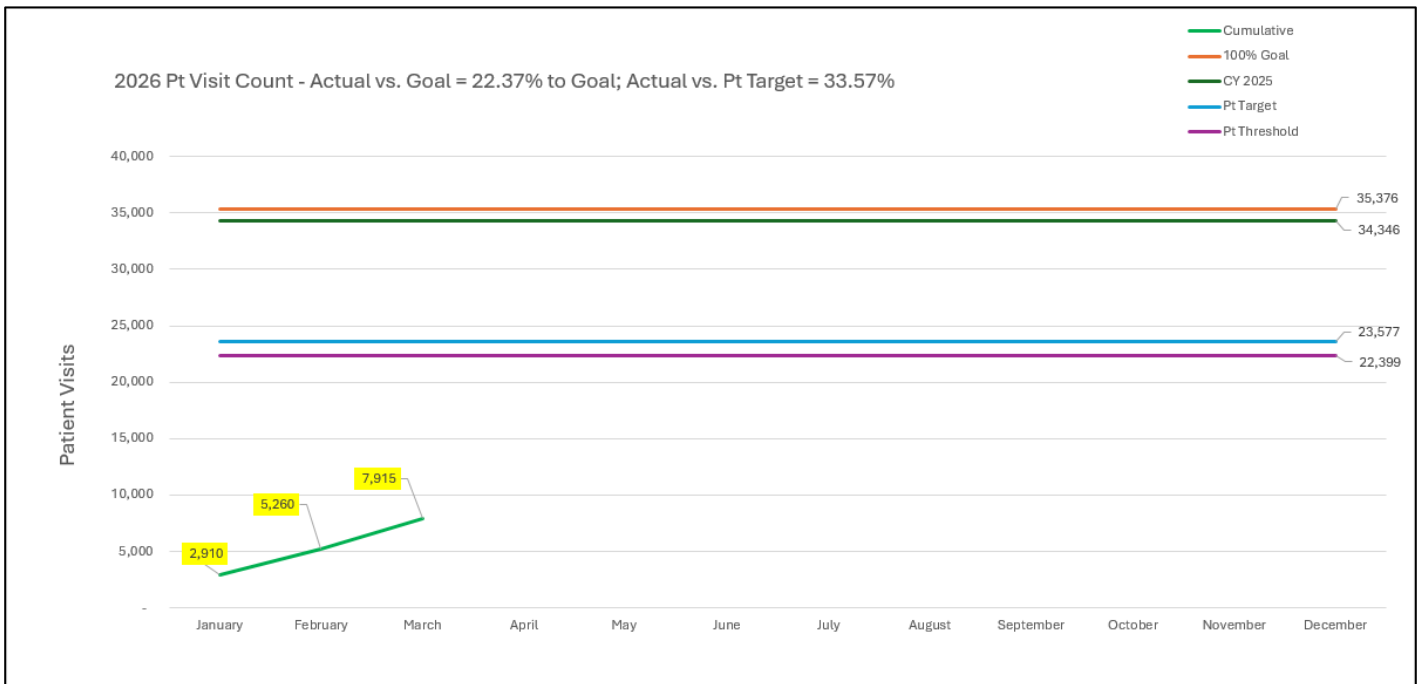
- Title X – Family Planning grant received at level funding for program year April 1, 2026 – March 31, 2027.
- Ryan White Part B grant reduced by approximately 75% (\$676,250) for program year April 1, 2026 – March 31, 2027. Scope of work narrowed with the elimination of the Retention, Eligibility, and Medical Case Management categories.
- CY26 1st Quarter Managed Care Organization Medicaid incentives represent the highest ever amount received by SNCHC.
- Patient Centered Medical Home (PCMH) transformation activities are ongoing.
- FTCA Redeeming activities for CY27 are ongoing.
- Recruitment for a mid-level (i.e., APRN or PA) provider for Decatur initiated.
- Recruitment for Clinical Staff Physicians for Decatur and Fremont are ongoing.
- Health Center response rate to the SNHD Organizational Vital Signs survey came in at 67% representing a 14% year-over-year increase.
- Planning for National Health Center Week (August 3rd – 7th) underway.

Access

Unduplicated Patients – March 2026



Patient Visits Count – March 2026



Provider Visits by Program and Site – March 2026

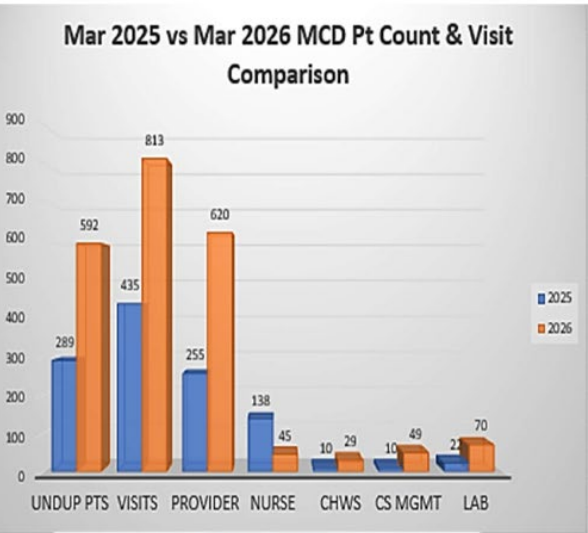
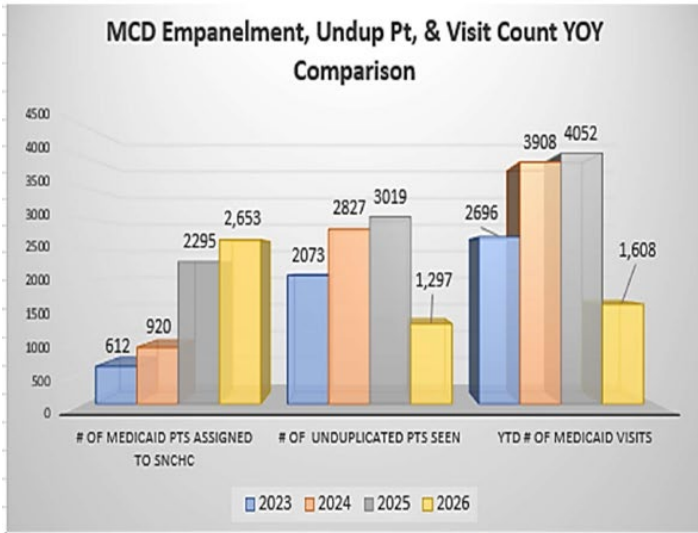
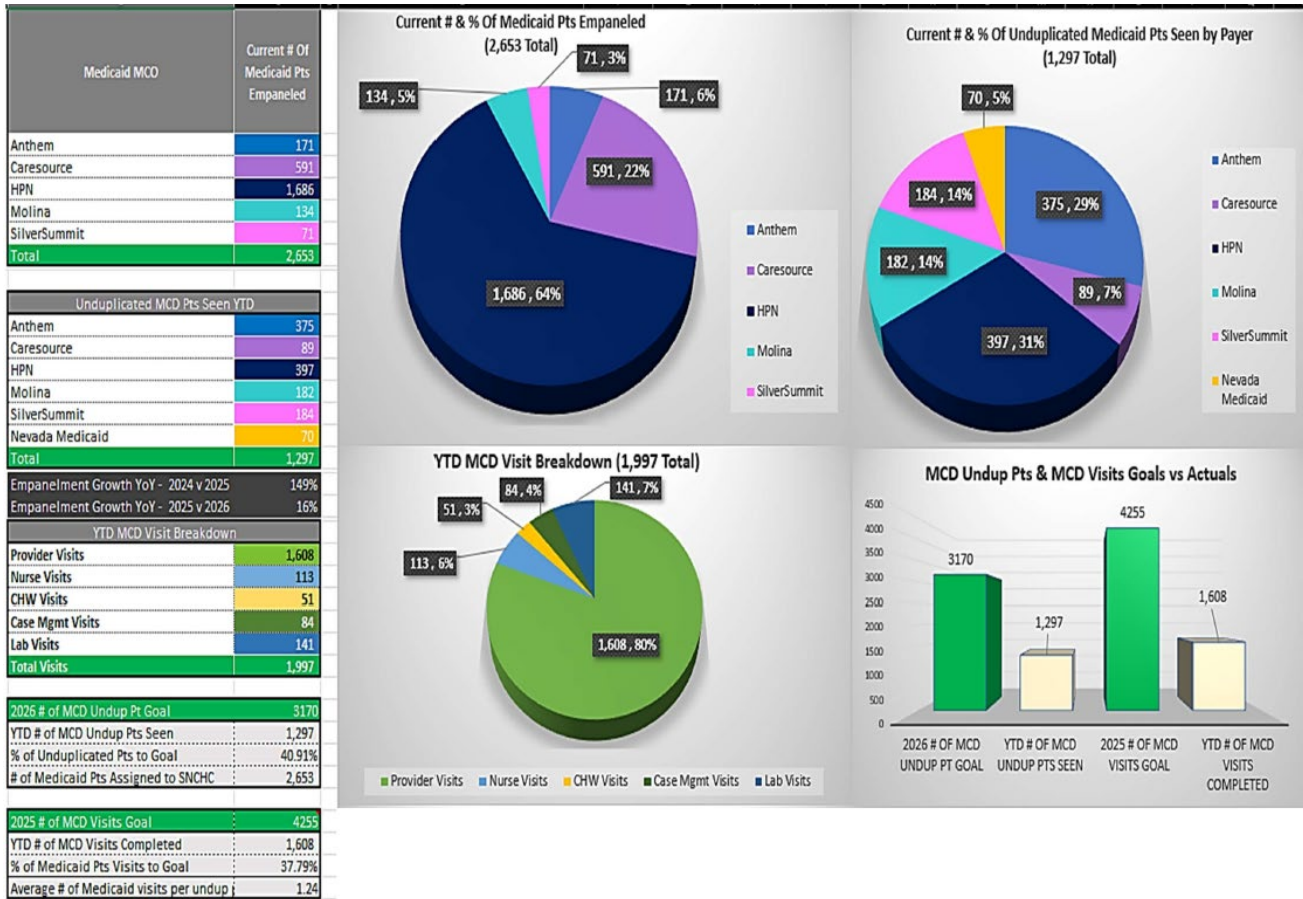
Facility	Program	MAR '26	MAR '25	MAR YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	839	783	7%	7,016	5,613	20%
Fremont	Family Health	448	462	-3%	4,361	3,290	25%
Total	Family Health	1,287	1,245	3%	11,377	8,903	22%
Decatur	Family Planning	206	236	-15%	1,284	1,523	-19%
Fremont	Family Planning	206	199	3%	1,560	1,294	17%
Total	Family Planning	412	435	-6%	2,844	2,817	1%
Decatur	Sexual Health	570	480	16%	4,902	4,544	7%
Fremont	Sexual Health	81	119	-47%	1,007	1,178	-17%
ASEC	Sexual Health				0	113	
Total	Sexual Health	651	599	8%	5,909	5,835	1%
Decatur	Behavioral Health	227	151	33%	1,646	1,131	31%
Fremont	Behavioral Health	160	119	26%	1,309	1,041	20%
Total	Behavioral Health	387	270	30%	2,955	2,172	26%
Decatur	Ryan White	240	253	-5%	2,064	2,060	0%
Fremont	Ryan White	35	28	20%	251	216	14%
Total	Ryan White	275	281	-2%	2,315	2,276	2%
FQHC Total		3,012	2,830	6%	25,400	22,003	13%

Pharmacy Services

	26-Mar	25-Mar		FY26 YTD	FY25 YTD		% Change YOY
Client Encounters (Pharmacy)	1,856	1,559	↑	15,460	12,846	↑	20.3%
Prescriptions Filled	3,374	2,681	↑	28,597	21,523	↑	32.9%
Client Clinic Encounters (Pharmacist)	71	100	↓	508	582	↓	-12.7%
Financial Assistance Provided	13	41	↓	133	312	↓	-57.4%
Insurance Assistance Provided	16	9	↑	130	96	↑	35.4%

- A. Dispensed 3,374 prescriptions 1,856 clients.
- B. Pharmacist completed 71 client clinic encounters.
- C. Assisted 13 clients to obtain medication financial assistance.
- D. Assisted 16 clients with insurance approvals.

Medicaid Managed Care Organization (MCO)



Calendar Year Comparisons	2023	2024	2025	2026
# of Medicaid Pts Assigned to SNCHC	612	920	2295	2,653
# of Unduplicated Pts Seen	2073	2827	3019	1,297
Goal of Medicaid Visits		2831	4104	4255
YTD # of Medicaid Visits	2696	3908	4052	1,608
% of Medicaid Pts Seen to Goal	#DIV/0!	138.04%	101.68%	40.91%
Average # of Medicaid visits per undup pt	1.30	1.38	1.34	1.24

February	2025	2026	Change	Change
MCD Undup Pts	289	592	303	104.84%
MCD Visits	435	813	378	86.90%
MCD Provider	255	620	365	143.14%
MCD Nurse	138	45	-93	-67.39%
MCD CHWs	10	29	19	190.00%
MCD CS Mgmt	10	49	39	390.00%
MCD Lab	22	70	48	218.18%

Behavioral Health Services

- A. Behavioral Health Manager and therapist Norma Ramirez Rodriguez are coordinating with UNLV to onboard a social work practicum student scheduled to begin in Summer 2026.
- B. Behavioral Health and SNCHC are collaborating with the Office of Disease Surveillance to continue educating staff on available wellness resources, including CredibleMind.

Family Planning Services

- A. Family Planning program access was down 6% in March and is up 1% 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. Same day walk-ins have emerged as a viable strategy to overcome high no-show rates amongst patients with scheduled appointments. Walk-in services are available at Decatur Wednesday and Thursday. This project is ongoing.
- B. The health center has been notified that its Title X grant for year five of five is being funded. For the program year April 1, 2026, through March 31, 2027, the health center has been awarded flat funding of approximately \$1.3 million.

HIV/Ryan White Program Services

- A. The Ryan White program received 69 referrals between March 1st and March 28th. There were two (2) pediatric clients referred to the Medical Case Management in March, and the program received zero (0) referrals for pregnant women living with HIV during this time.
- B. There were 800 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 394 unique clients served under these programs in March.
- C. The Ryan White ambulatory clinic provided a total of 501 visits in the month of March, including 15 initial provider visits, 231 established provider visits including two (2) tele-visits to an established patient. Additionally, there were 23 nursing visits and 232 lab visits provided. There were 74 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of March. There were 12 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in March.
- 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 six (6) patients seen under the Rapid StART Program in March.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 690 unique services to 620 unduplicated patients for the month of March.
- 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.
- D. Staff attended Training in 360 PSYCH and R.E.S.E.T (Recognizing Epilepsy & Seizure Education & Training)

Refugee Health Program (RHP)

Refugee Health Program for the month of March.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	0
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	1
Clients encounter by program (adults)	5
Refugee Health Screening for March 2026	6
Total for FY25-26	38

Outreach/In Reach Activity

Number of events	3– Outreach 85 – In reach
Number of people reached	128
Number of people linked to the clinic	0
Number of hours dedicated to outreach	3

Eligibility and Insurance Enrollment Assistance

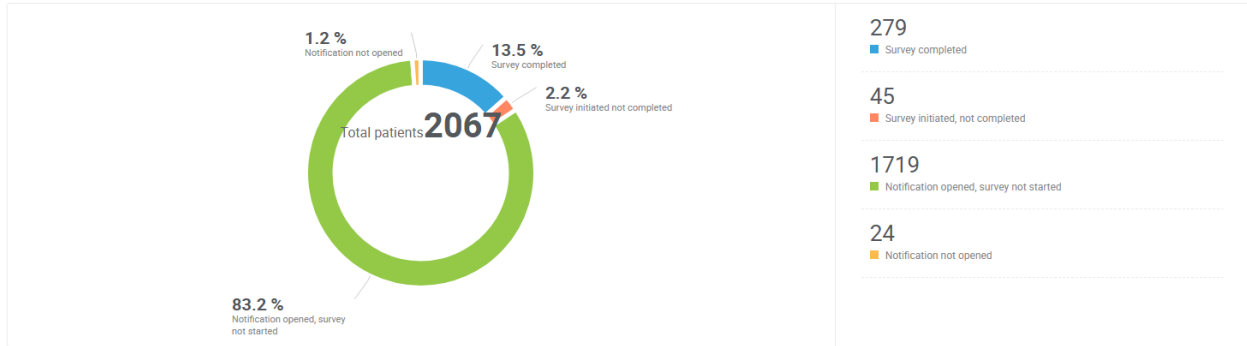
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of 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 – March 2026

Overview



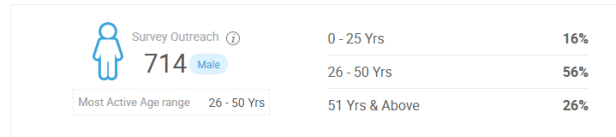
279
Survey completed

45
Survey initiated, not completed

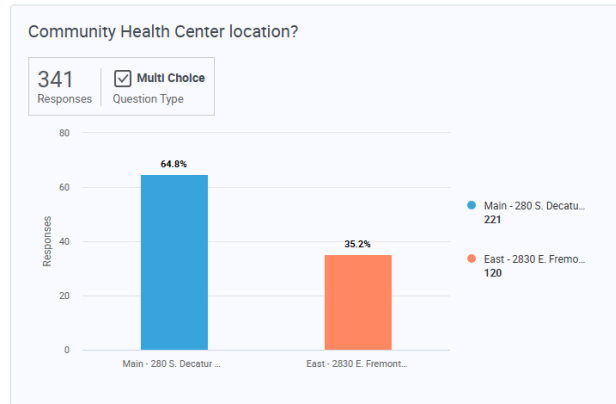
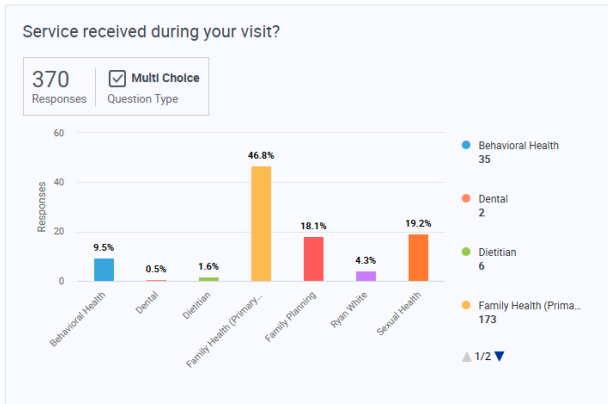
1719
Notification opened, survey not started

24
Notification not opened

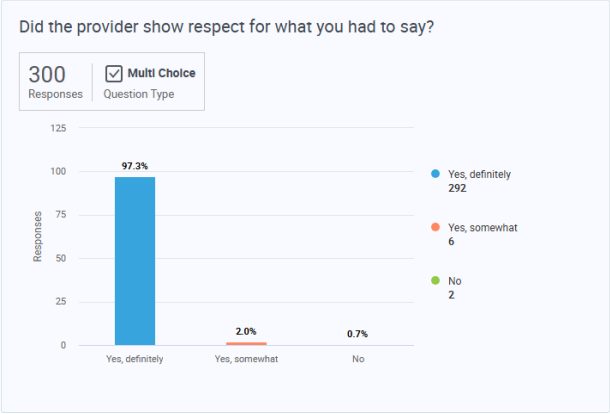
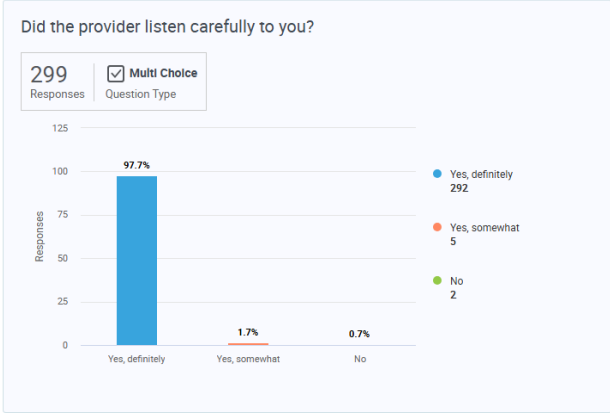
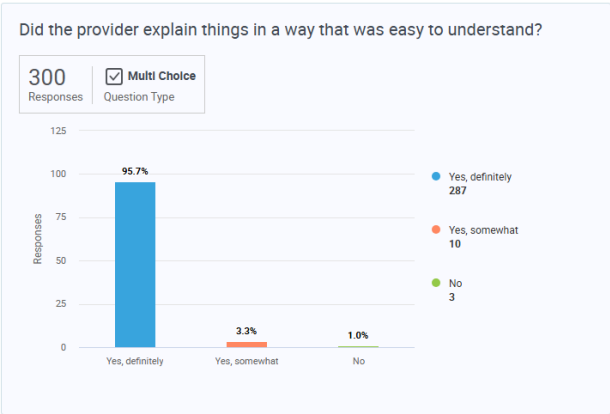
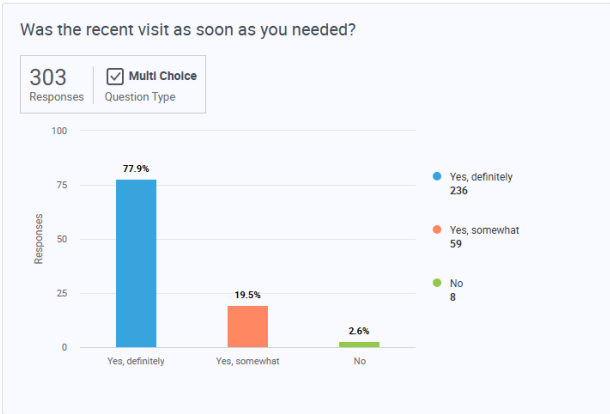
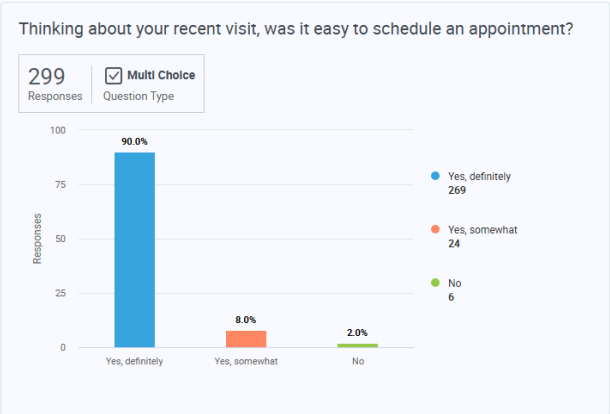
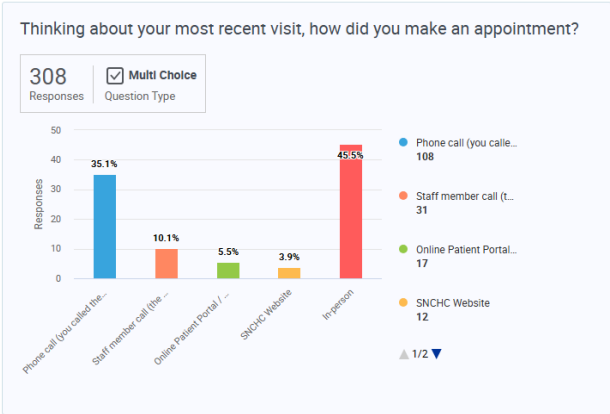
Gender



Service and Location

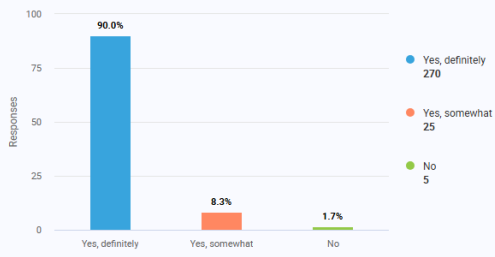


Provider, Staff, and Facility



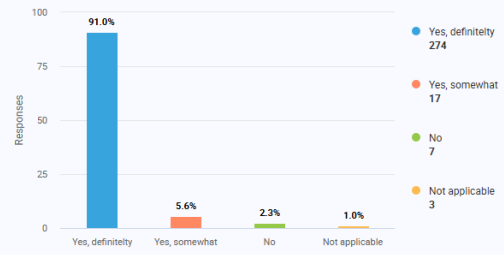
Did the provider spend enough time with you?

300 Responses Multi Choice Question Type



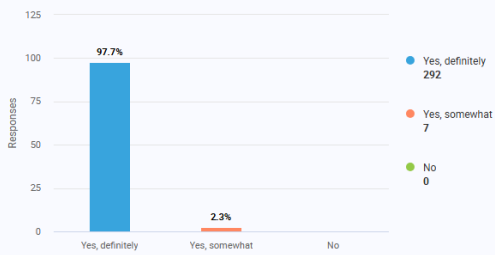
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?

301 Responses Multi Choice Question Type



Did the staff treat you with courtesy and respect?

299 Responses Multi Choice Question Type



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

301 Responses Multi Choice Question Type



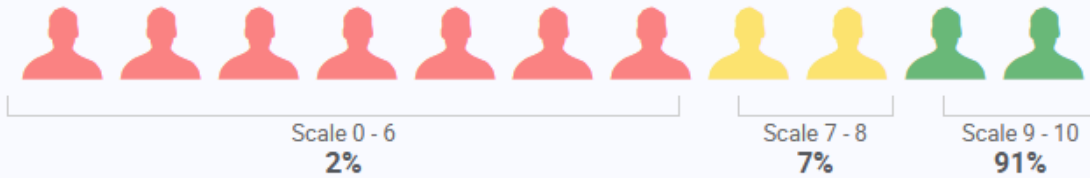
How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

301
Responses

123 Numbers
Question Type

89

Net Promoter Score (NPS)



7

Scale 0 - 6

21

Scale 7 - 8

273

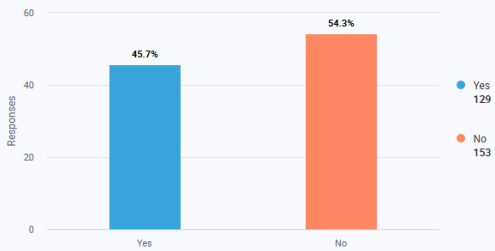
Scale 9 - 10

General Information

Do you have health insurance?

282
Responses

Multi Choice
Question Type



How did you hear about us?

303
Responses

Multi Choice
Question Type

