

MEMORANDUM

Date: May 19, 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 – April 2026

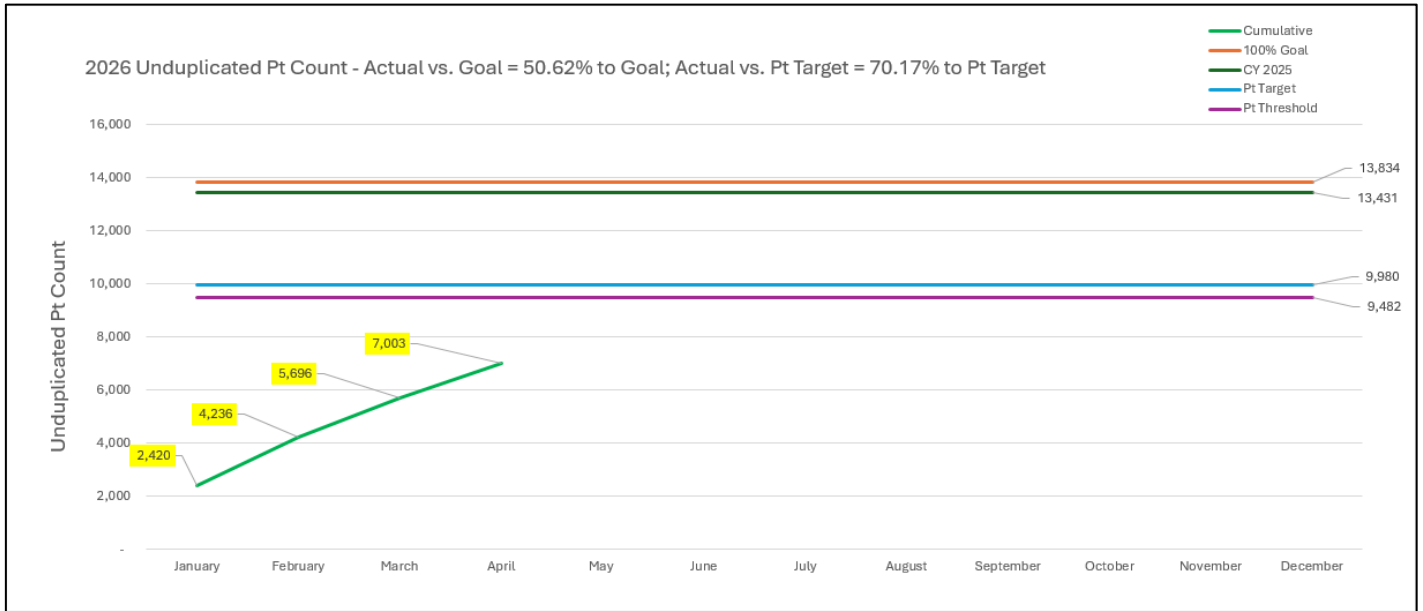
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

April Highlights - Administrative

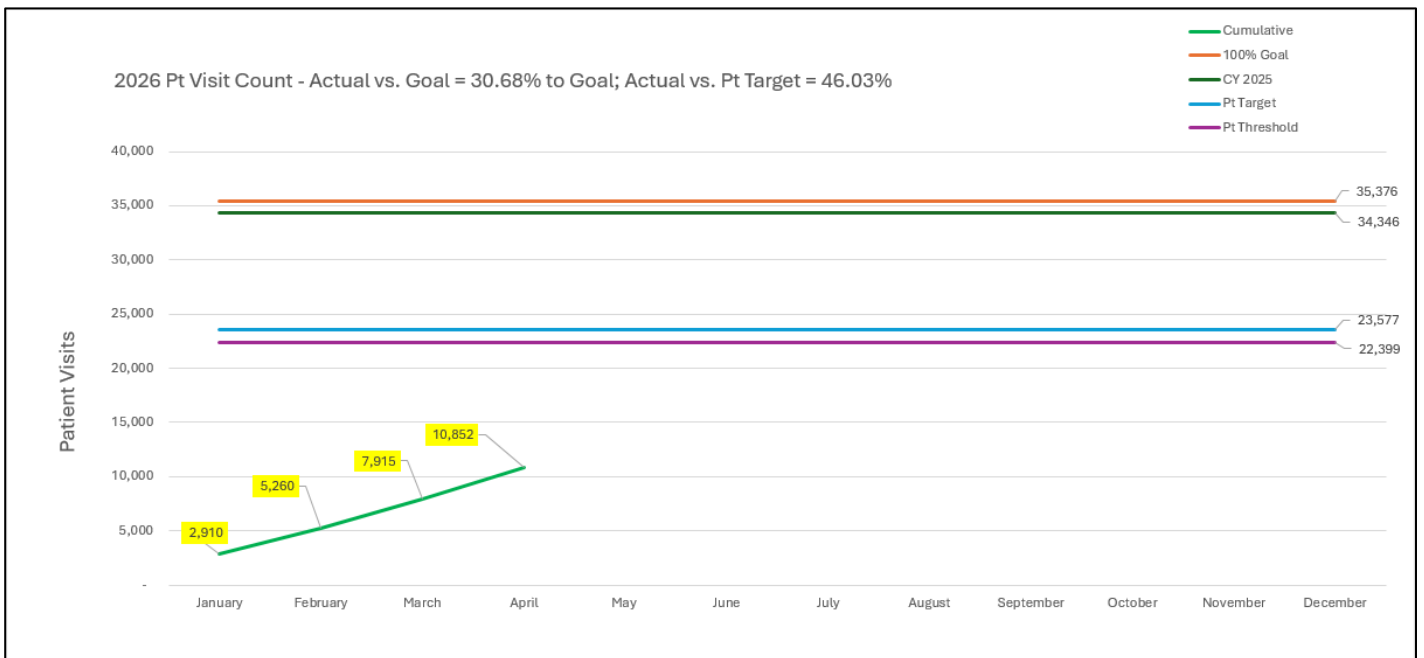
- Employee appreciation activities aligned with the 2026 National Health Center Week (August 3rd – 7th) will take place on August 6th.
- Notification received by HRSA regarding the reopening of a New Access Point (NAP) opportunity for the 89103-zip code priority area.
- Notification received by HRSA regarding extending the health center's project period from three years to four years going forward.
 - A Service Area Competition (SAC) application will be required in the summer of 2027 to maintain designation as a Federally Qualified Health Center.
- Notification of a new HRSA Expanded Nutrition grant received. Applications are due on June 9th.
- Patient Centered Medical Home (PCMH) transformation activities are ongoing.
- FTCA Redeeming activities for CY27 are ongoing. Applications are due June 27th.
- A new Clinical Staff Physician from the Fremont Public Health Center scheduled start on July 20th.
- Recruitment for a Clinical Staff Physician for Decatur underway.
- Recruitment for a mid-level (i.e., APRN or PA) provider for Decatur underway.

Access

Unduplicated Patients – April 2026



Patient Visits Count – April 2026



Provider Visits by Program and Site – April 2026

Facility	Program	APR '26	APR '25	APR YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	873	890	-2%	7,889	6,503	18%
Fremont	Family Health	577	534	7%	4,938	3,824	23%
Total	Family Health	1,450	1,424	2%	12,827	10,327	19%
Decatur	Family Planning	209	187	11%	1,493	1,710	-15%
Fremont	Family Planning	217	191	12%	1,777	1,485	16%
Total	Family Planning	426	378	11%	3,270	3,195	2%
Decatur	Sexual Health	560	610	-9%	5,462	5,154	6%
Fremont	Sexual Health	117	170	-45%	1,124	1,348	-20%
ASEC	Sexual Health				0	113	
Total	Sexual Health	677	780	-15%	6,586	6,615	0%
Decatur	Behavioral Health	221	191	14%	1,867	1,322	29%
Fremont	Behavioral Health	186	137	26%	1,495	1,178	21%
Total	Behavioral Health	407	328	19%	3,362	2,500	26%
Decatur	Ryan White	248	265	-7%	2,312	2,325	-1%
Fremont	Ryan White	24	19	21%	275	235	15%
Total	Ryan White	272	284	-4%	2,587	2,560	1%
FQHC Total		3,232	3,194	1%	28,632	25,197	12%

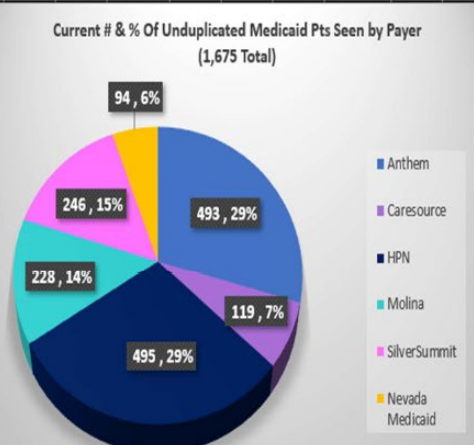
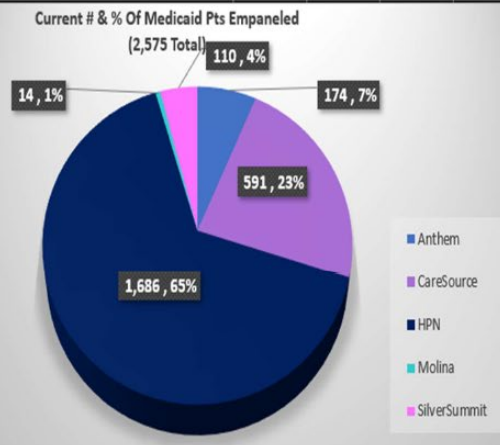
Pharmacy Services

	26-Apr	25-Apr		FY26 YTD	FY25 YTD		% Change YOY
Patient Encounters (Pharmacy)	1,904	1,725	↑	17,364	14,571	↑	19.2%
Prescriptions Filled	3,597	3,133	↑	32,194	24,656	↑	30.6%
Patient Clinic Encounters (Pharmacist)	104	63	↑	612	645	↓	-5.1%
Financial Assistance Provided	14	32	↓	147	344	↓	-57.3%
Insurance Assistance Provided	22	11	↑	152	107	↑	42.1%

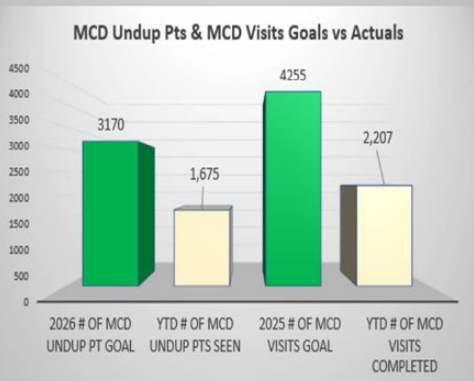
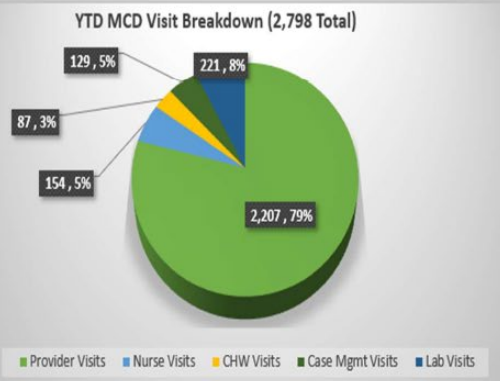
- A. 3,597 prescriptions dispensed to 1,904 patients.
- B. 104 patient clinic encounters completed by a pharmacist.
- C. 14 patients assisted with obtaining medication financial assistance.
- D. 22 patients assisted with insurance approvals.

Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid Pts Empaneled
Anthem	174
CareSource	591
HPN	1,686
Molina	14
SilverSummit	110
Total	2,575



Unduplicated MCD Pts Seen YTD	Count
Anthem	493
Caresource	119
HPN	495
Molina	228
SilverSummit	246
Nevada Medicaid	94
Total	1,675

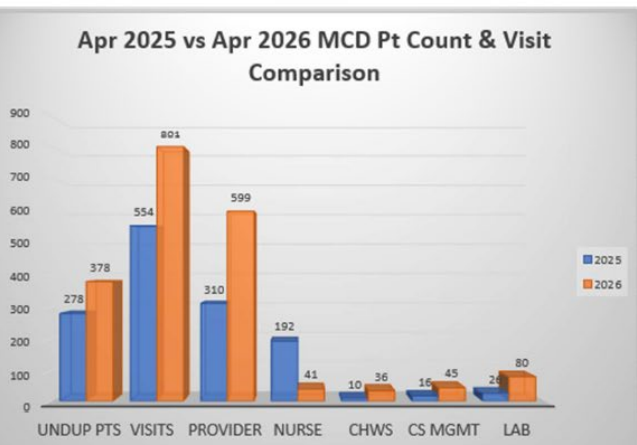
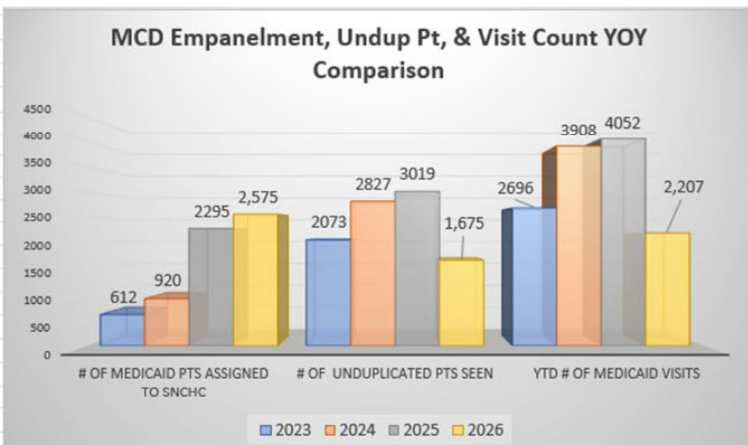


Empanelment Growth YoY - 2024 v 2025	149%
Empanelment Growth YoY - 2025 v 2026	12%

YTD MCD Visit Breakdown	Count
Provider Visits	2,207
Nurse Visits	154
CHW Visits	87
Case Mgmt Visits	129
Lab Visits	221
Total Visits	2,798

2026 # of MCD Undup Pt Goal	3170
YTD # of MCD Undup Pts Seen	1,675
% of Unduplicated Pts to Goal	52.84%
# of Medicaid Pts Assigned to SNCHC	2,575

2025 # of MCD Visits Goal	4255
YTD # of MCD Visits Completed	2,207
% of Medicaid Pts Visits to Goal	51.87%
Average # of Medicaid visits per undup pt	1.32



Calendar Year Comparisons	2023	2024	2025	2026
# of Medicaid Pts Assigned to SNCHC	612	920	2295	2,575
# of Unduplicated Pts Seen	2073	2827	3019	1,675
Goal of Medicaid Visits		2831	4104	4255
YTD # of Medicaid Visits	2696	3908	4052	2,207
% of Medicaid Pts Seen to Goal	#DIV/0!	138.04%	101.68%	52.84%
Average # of Medicaid visits per undup pt	1.30	1.38	1.34	1.32

February	2025	2026	Change	Change
MCD Undup Pts	278	378	100	35.97%
MCD Visits	554	801	247	44.58%
MCD Provider	310	599	289	93.23%
MCD Nurse	192	41	-151	-78.65%
MCD CHWs	10	36	26	260.00%
MCD CS Mgmt	16	45	29	181.25%
MCD Lab	26	80	54	207.69%

Behavioral Health Services

- A. Behavioral Health (BH) Therapist, Taryn Smith, represented SNCHC's Behavioral Health Department at the UNLV College of Education and Human Services Site Fair.
- B. The Behavioral Health marketing campaign is currently ongoing across all Southern Nevada Health District (SNHD) social media platforms.

Family Planning Services

- A. Family Planning program access was 11% in April and is up 2% 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. Data improvement projects are underway and are being monitored monthly to enhance data quality, integrity, documentation, mapping, and results for the annual FPAR 2.0 report.
- C. 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 April 31, 2027, the health center has been awarded flat funding of approximately \$1.3 million.
- D. Despite the executive budget showing that the Title X program is being defunded, a new Title X Notice of Funding Opportunity for the period of April 1, 2027, through March 31, 2032, has been announced. The application will be due around the second week of January 9, 2027.

HIV/Ryan White Program Services

- A. The Ryan White program received 64 referrals between April 1st and April 30th. There were zero (0) pediatric clients referred to the Medical Case Management in April, and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 594 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 317 unique clients served under these programs in April.
- C. The Ryan White ambulatory clinic provided a total of 531 visits in the month of April, including 20 initial provider visits, 230 established provider visits, and zero (0) tele-visits to established patients. Additionally, there were 21 nursing visits and 260 lab visits provided. There were 78 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of April. There were 13 Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in April.
- 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 ten (10) patients seen under the Rapid StART Program in April.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 768 unique services to 681 unduplicated patients for the month of April.
- 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 April.

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	0
Clients encounter by program (adults)	2
Refugee Health Screening for April 2026	2
Total for FY25-26	40

Outreach/In Reach Activity

Number of events	2 – Outreach 2 – In reach
Number of people reached	134
Number of people linked to the clinic	18
Number of hours dedicated to outreach	11

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.

	Decatur	Fremont	Total
Medicaid	12	2	14
SNAP	11	3	14
Recert	7	0	7



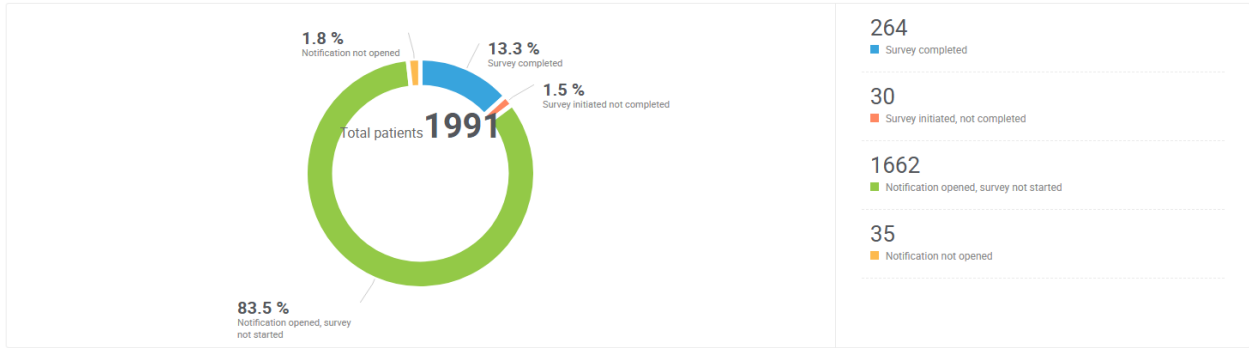
AT THE SOUTHERN NEVADA HEALTH DISTRICT

Patient Satisfaction: See attached survey results.

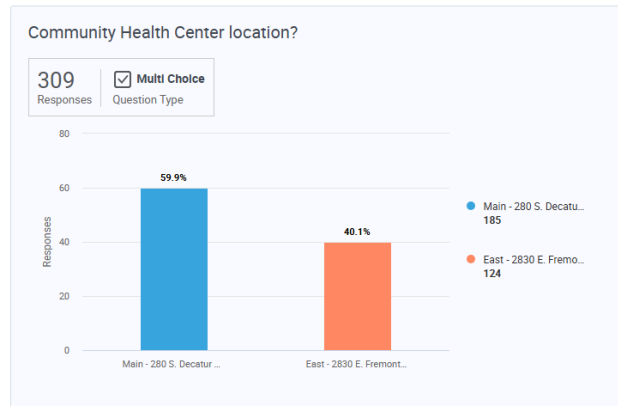
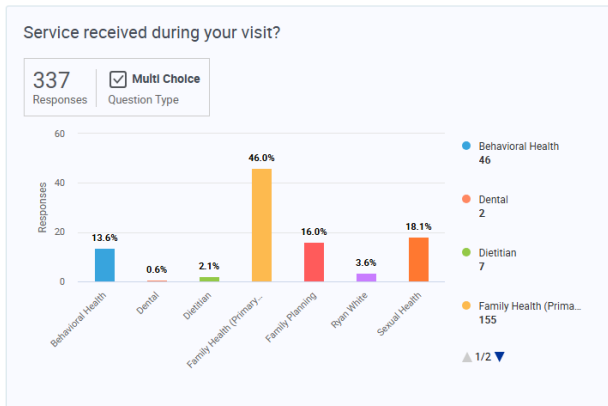
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – April 2026

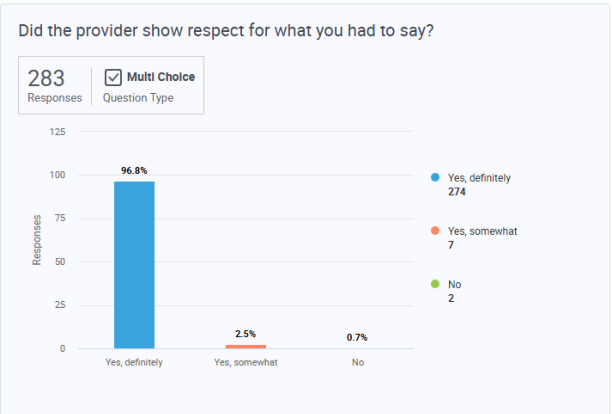
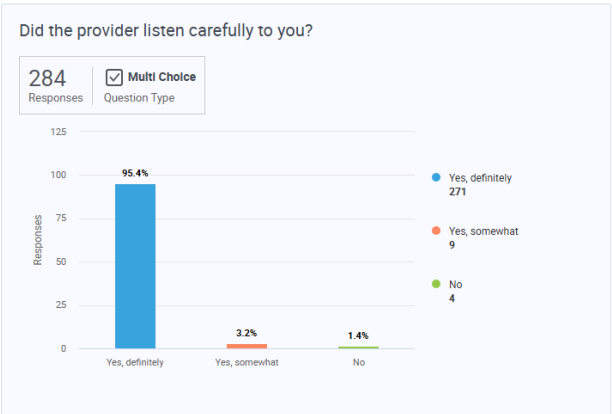
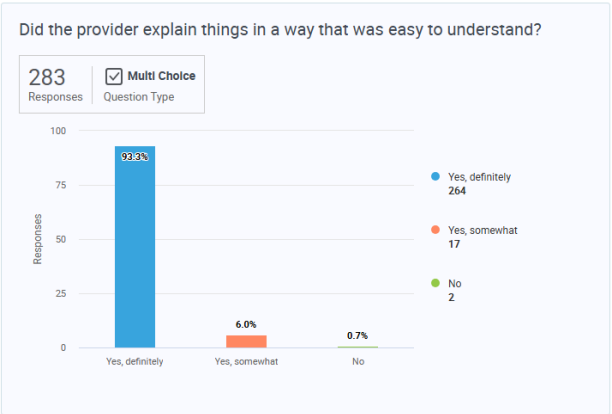
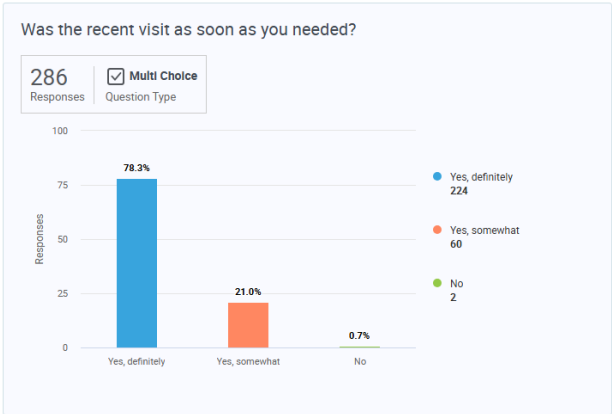
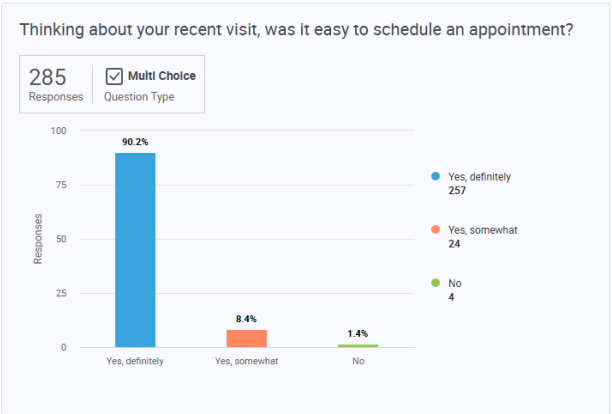
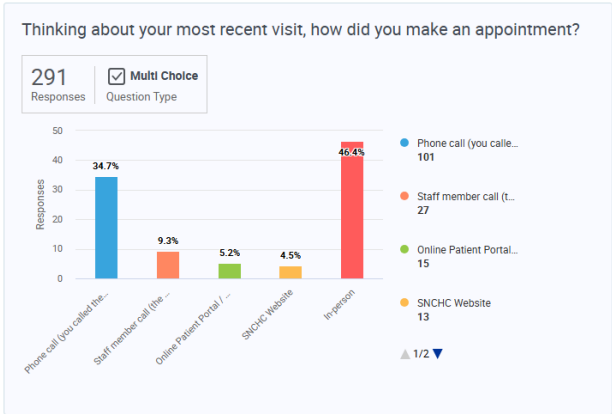
Overview



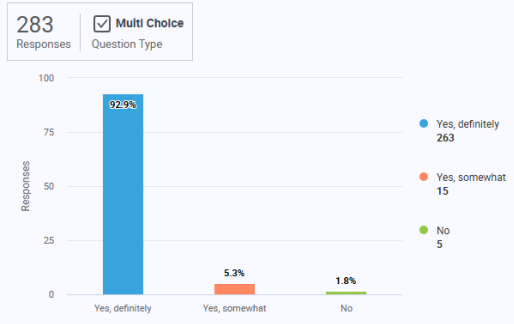
Service and Location



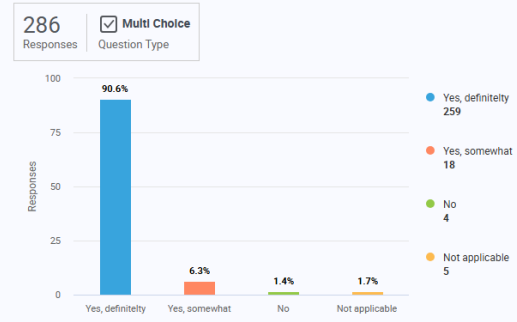
Provider, Staff, and Facility



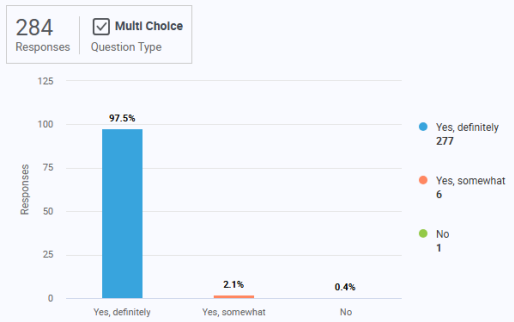
Did the provider spend enough time with you?



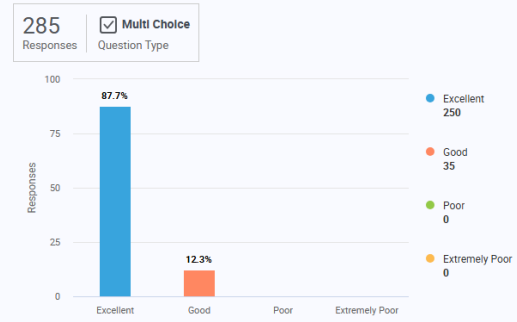
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



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?

283

Responses

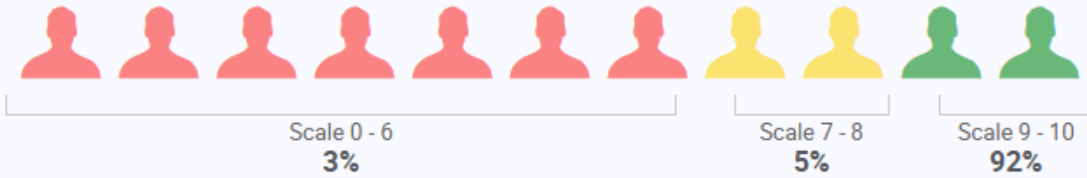
123

Numbers

Question Type

89

Net Promoter Score (NPS)



8

Scale 0 - 6

14

Scale 7 - 8

261

Scale 9 - 10

General Information

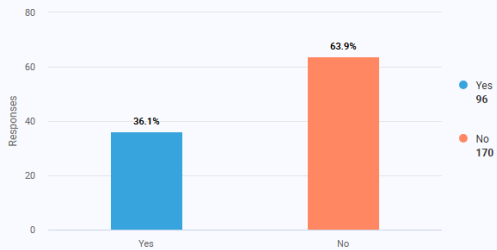
Do you have health insurance?

266

Responses

Multi Choice

Question Type



How did you hear about us?

283

Responses

Multi Choice

Question Type

