

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 – May 2026

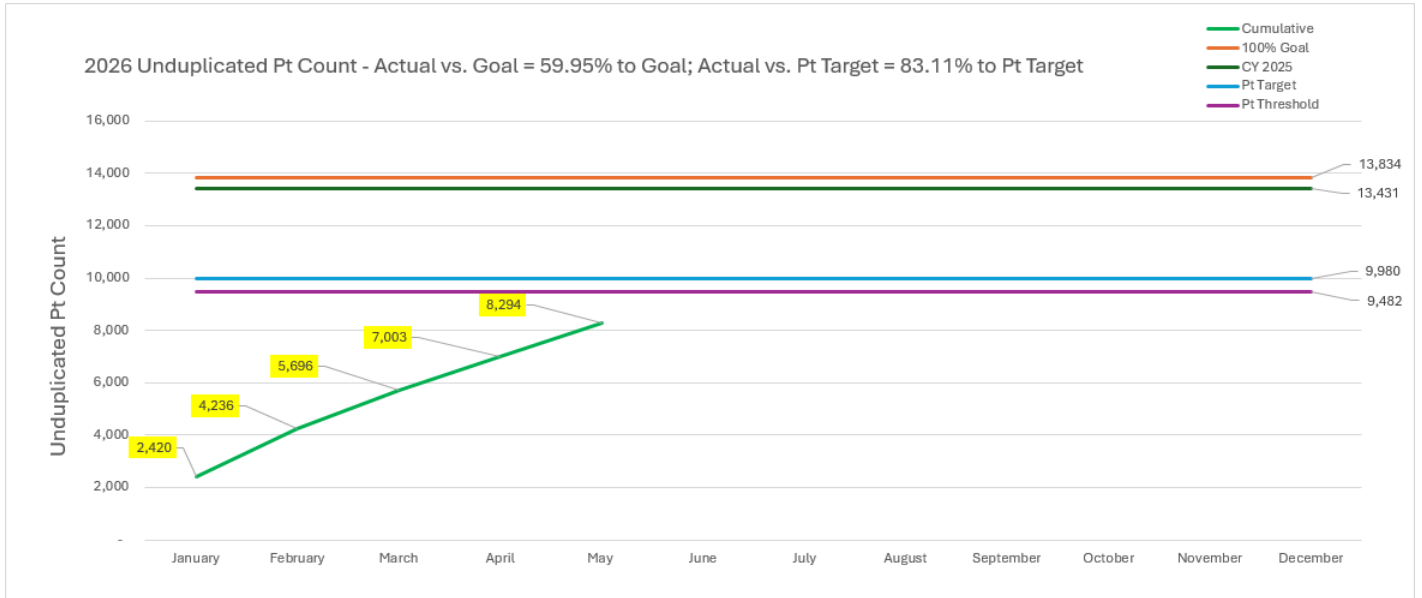
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

May Highlights - Administrative

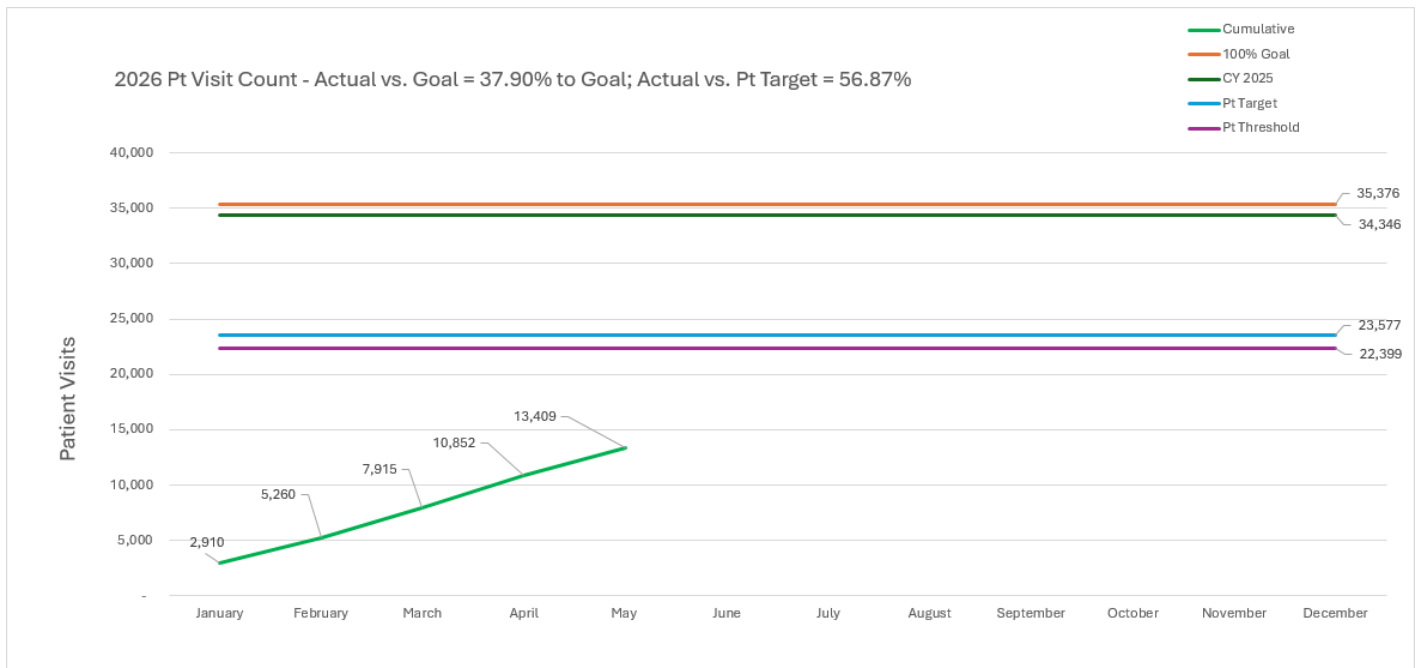
- Onsite HRSA 340b audit scheduled for June 24th and 25th.
- Patient Centered Medical Homes (PCMH) transformation work ongoing.
- HRSA Expanded Nutrition grant program development and grant application work underway.
- HRSA Federal Tort Claims Act (FTCA) redeeming application due June 26th.
- A new Clinical Staff Physician for Decatur starting in September 2026.
- Positive progress continues around efforts focused on valued-based care initiatives and care gap closures.

Access

Unduplicated Patients – May 2026



Patient Visits Count – May 2026



Provider Visits by Program and Site – May 2026

Facility	Program	MAY '26	MAY '25	MAY YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	612	770	-26%	8,501	7,273	14%
Fremont	Family Health	467	447	4%	5,405	4,271	21%
Total	Family Health	1,079	1,217	-13%	13,906	11,544	17%
Decatur	Family Planning	151	164	-9%	1,644	1,874	-14%
Fremont	Family Planning	153	132	14%	1,930	1,617	16%
Total	Family Planning	304	296	3%	3,574	3,491	2%
Decatur	Sexual Health	421	530	-26%	5,883	5,684	3%
Fremont	Sexual Health	126	159	-26%	1,250	1,507	-21%
ASEC	Sexual Health				0	113	
Total	Sexual Health	547	689	-26%	7,133	7,304	-2%
Decatur	Behavioral Health	162	122	25%	2,029	1,444	29%
Fremont	Behavioral Health	170	129	24%	1,665	1,307	22%
Total	Behavioral Health	332	251	24%	3,694	2,751	26%
Decatur	Ryan White	194	222	-14%	2,506	2,547	-2%
Fremont	Ryan White	24	35	-46%	299	270	10%
Total	Ryan White	218	257	-18%	2,805	2,817	0%
FQHC Total		2,480	2,710	-9%	31,112	27,907	10%

Pharmacy Services

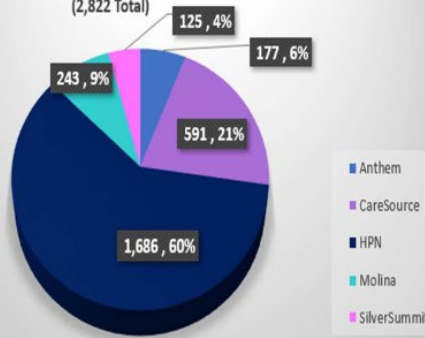
	26-May	25-May		FY26 YTD	FY25 YTD		% Change YOY
Patient Encounters (Pharmacy)	1,643	1,645	↓	19,007	16,216	↑	17.2%
Prescriptions Filled	2,962	2,838	↑	35,156	27,494	↑	27.9%
Patient Clinic Encounters (Pharmacist)	75	75	→	687	720	↓	-4.6%
Financial Assistance Provided	10	16	↓	157	360	↓	-56.4%
Insurance Assistance Provided	18	6	↑	170	113	↑	50.4%

- A. 2,962 prescriptions dispensed to 1,643 patients.
- B. 75 patient clinic encounters completed by a pharmacist.
- C. 10 patients assisted with obtaining medication financial assistance.
- D. 18 patients assisted with insurance approvals.

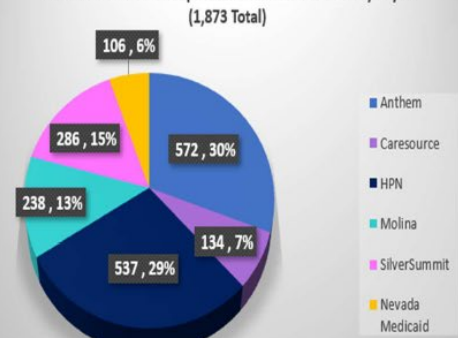
Medicaid Managed Care Organization (MCO)

Medicaid # of Pts Empaneled	
Anthem	177
CareSource	591
HPN	1,686
Molina	243
SilverSummit	125
Total	2,822

Current # & % Of Medicaid Pts Empaneled (2,822 Total)



Current # & % Of Unduplicated Medicaid Pts Seen by Payer (1,873 Total)

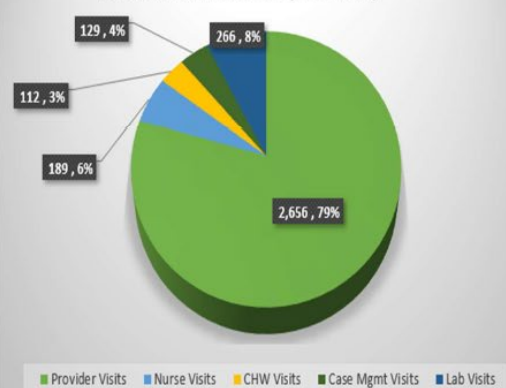


Unduplicated MCD Pts Seen YTD	
Anthem	572
Caresource	134
HPN	537
Molina	238
SilverSummit	286
Nevada Medicaid	106
Total	1,873

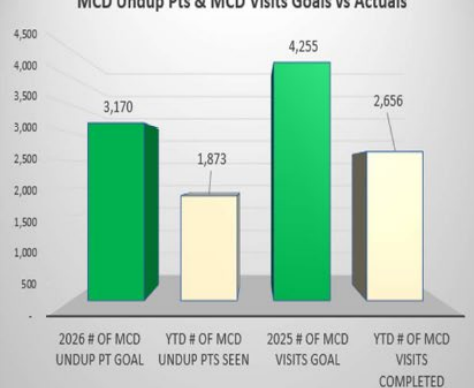
Empanelment Growth YoY - 2024 v 2025	149%
Empanelment Growth YoY - 2025 v 2026	23%

YTD MCD Visit Breakdown	
Provider Visits	2,656
Nurse Visits	189
CHW Visits	112
Case Mgmt Visits	129
Lab Visits	266
Total Visits	3,352

YTD MCD Visit Breakdown (3,352 Total)

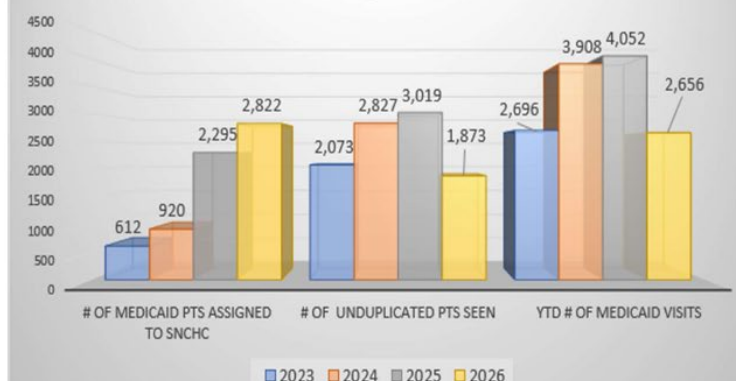


MCD Undup Pts & MCD Visits Goals vs Actuals

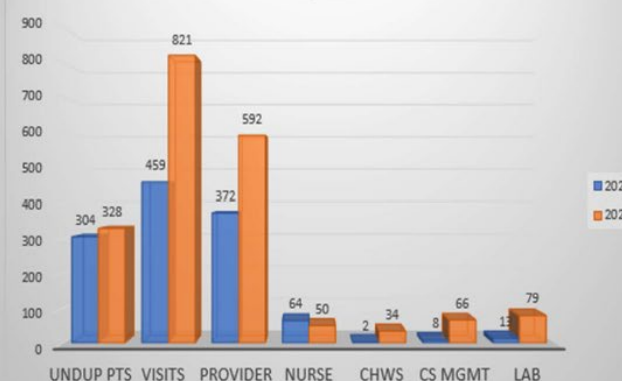


2026 # of MCD Undup Pt Goal	3,170
YTD # of MCD Undup Pts Seen	1,873
% of Unduplicated Pts to Goal	59.09%
# of Medicaid Pts Assigned to SNCHC	2,822
2025 # of MCD Visits Goal	4,255
YTD # of MCD Visits Completed	2,656
% of Medicaid Pts Visits to Goal	62.42%
Average # of Medicaid visits per undup pt	1.42

MCD Empanelment, Undup Pt, & Visit Count YOY Comparison



May 2025 vs May 2026 MCD Pt Count & Visit Comparison



Calendar Year Comparisons	2023	2024	2025	2026
# of Medicaid Pts Assigned to SNCHC	612	920	2,295	2,822
# of Unduplicated Pts Seen	2,073	2,827	3,019	1,873
Goal of Medicaid Visits		2,831	4,104	4,255
YTD # of Medicaid Visits	2,696	3,908	4,052	2,656
% of Medicaid Pts Seen to Goal	#DIV/0!	138.04%	101.68%	59.09%
Average # of Medicaid visits per undup pt	1.30	1.38	1.34	1.42

February	2025	2026	Change	Change
MCD Undup Pts	304	328	24	7.89%
MCD Visits	459	821	362	78.87%
MCD Provider	372	592	220	59.14%
MCD Nurse	64	50	-14	-21.88%
MCD CHWs	2	34	32	1600.00%
MCD CS Mgmt	8	66	58	725.00%
MCD Lab	13	79	66	507.69%

Behavioral Health Services

- A. The Behavioral Health (BH) team continues to enroll patients in Chronic Care Management (CCM) as part of Patient-Centered Medical Home (PCMH) initiatives.
- B. The BH marketing campaign remains active across all Southern Nevada Health District (SNHD) social media platforms.
- C. The Evolve Ryan White group therapy program continues to expand, with increasing participation from new patients.

Family Planning Services

- A. Family Planning program access was 3% in May 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 May 1st and May 30th. There were three (3) pediatric clients referred to the Medical Case Management in May, and the program received one (1) referral for pregnant women living with HIV during this time.
- B. There were 783 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 393 unique clients served under these programs in May.
- C. The Ryan White ambulatory clinic provided a total of 440 visits in the month of May, including 22 initial provider visits, 171 established provider visits, and one (1) tele-visit to established patients. Additionally, there were 29 nursing visits and 217 lab visits provided. There were 63 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of May. There were 11 Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in May.
- 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 four (4) patients seen under the Rapid stART Program in May.

FQHC-Sexual Health Clinic (SHC)

A. The Sexual Health Clinic (SHC) clinic provided 643 unique services to 559 unduplicated patients for the month of May.

Refugee Health Program (RHP)

Refugee Health Program for the month of May.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	1
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	2
Clients encounter by program (adults)	2
Refugee Health Screening for May 2026	4
Total for FY25-26	44

Outreach/In Reach Activity

Number of events (May 2026)	3 – Outreach 0 – In reach
Number of people reached	146
Number of people linked to the clinic	12
Number of hours dedicated to outreach	10

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.

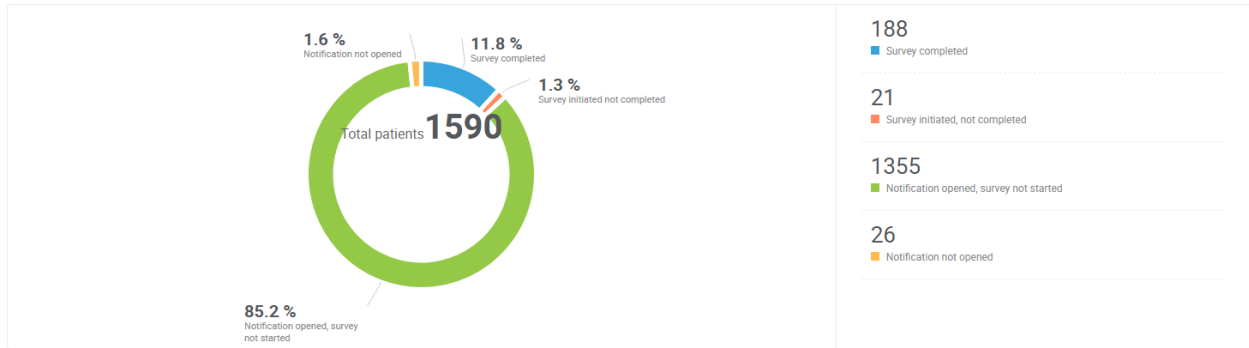
May 2026	Decatur	Fremont	Total
Medicaid	8	0	8
SNAP	7	1	8
Recert	4	0	4

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 – May 2026

Overview



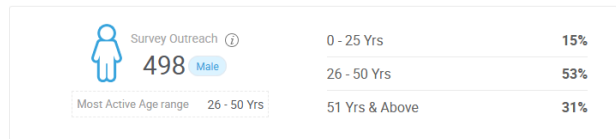
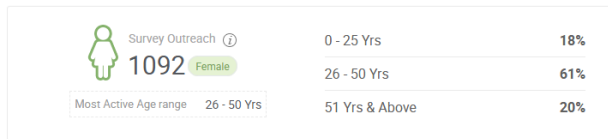
188
Survey completed

21
Survey initiated, not completed

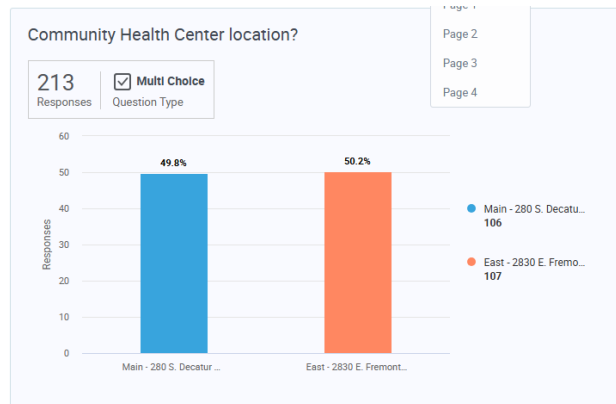
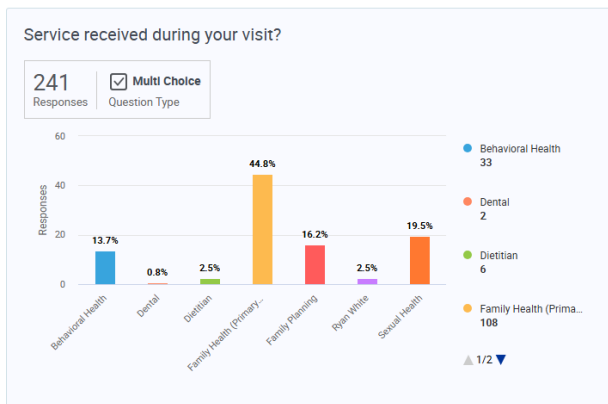
1355
Notification opened, survey not started

26
Notification not opened

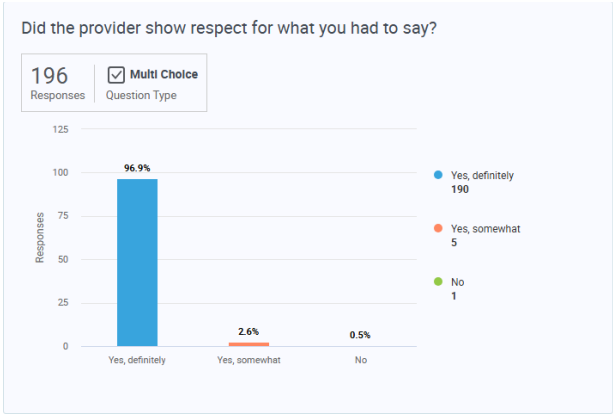
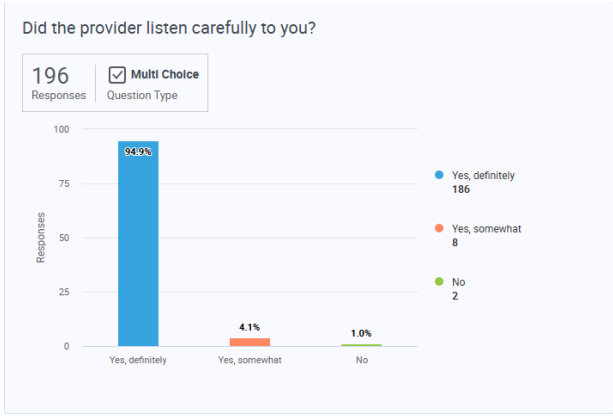
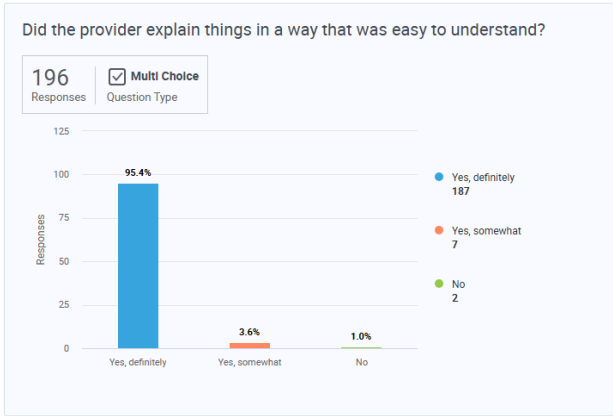
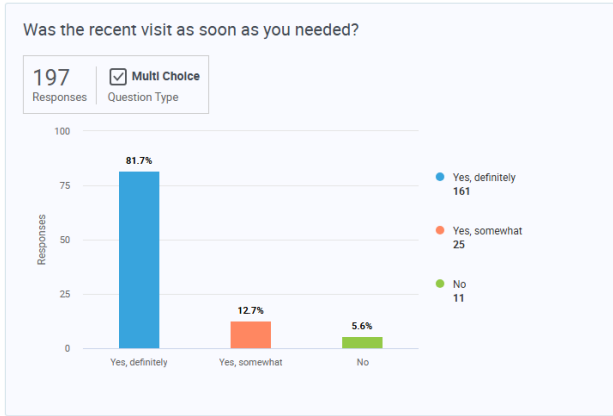
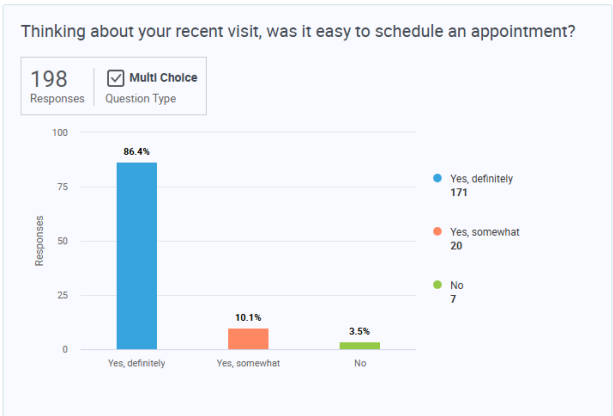
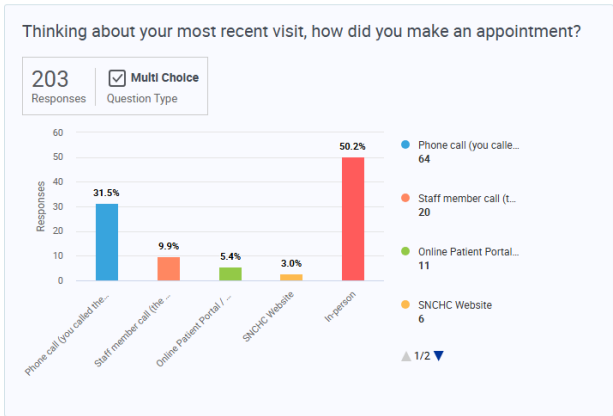
Gender



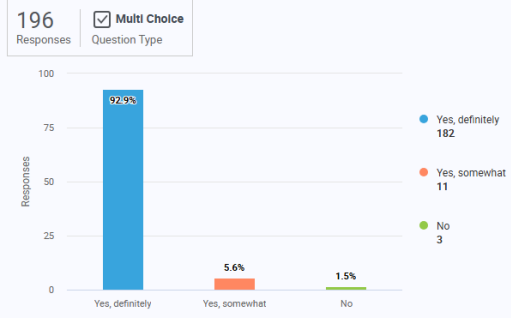
Service and Location



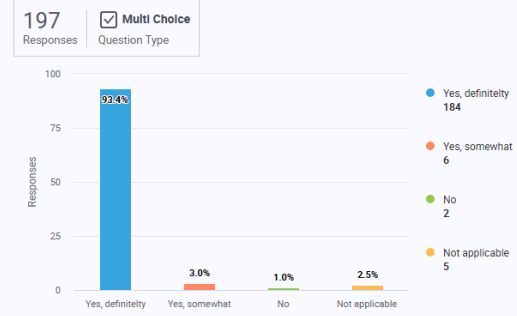
Provider, Staff, and Facility



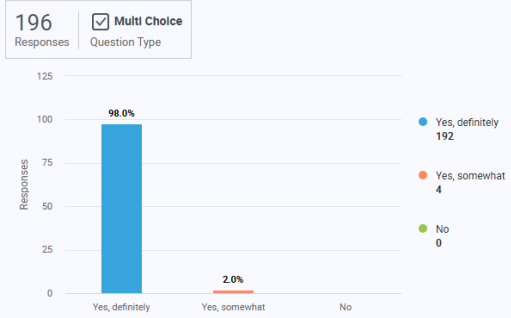
Did the provider spend enough time with you?



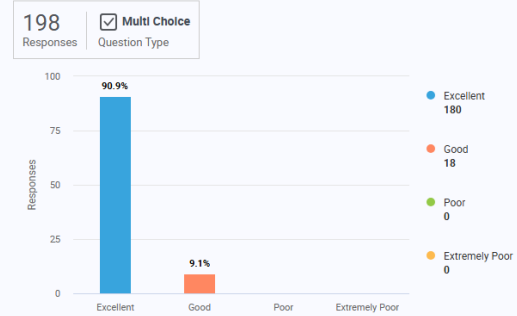
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



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?

196

Responses

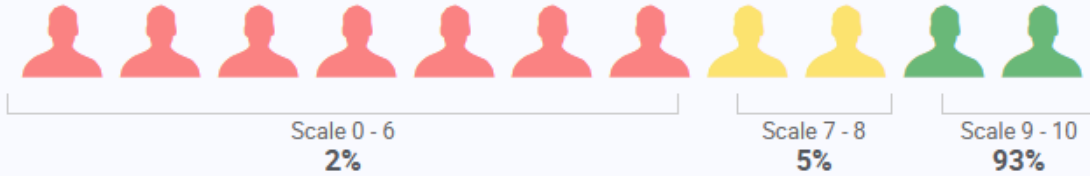
123

Numbers

Question Type

91

Net Promoter Score (NPS)



4

Scale 0 - 6

9

Scale 7 - 8

183

Scale 9 - 10

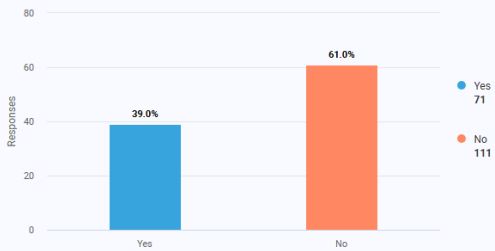
General Information

Do you have health insurance?

182

Responses

Multi Choice
Question Type



How did you hear about us?

196

Responses

Multi Choice
Question Type

