

Healthy People Thriving in a Healthy Southern Nevada

EH Accela Update

Chris Saxton, MPH-EH, REHS

Director of Environmental Health

Environmental Health

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Accela Overview

- Envision Connect was being sunsetted by the new owner, so Environmental Health would need to migrate to their new program (Accela). Other agencies were in a similar situation.
- A team from EH and IT was formed to learn more about Accela and consider options. The recommendation was to migrate to Accela.
- It made sense to stay with the company that bought Envision Connect and use their Accela program since their company already had our data and their team was familiar with our processes.

Approximate Accela Timeline

2018 – SNHD was notified that Envision Connect would be sunsetted.

2019 – Staff from EH and IT attended an Accela meeting to learn more about the program.

2021 – Accela contract approved by the Board of Health.

2021 to 2026 – Customization, testing, creation of training documents, and staff training

April 2026 – Go Live Date

Accela Challenges

- Long development and testing period.
- Some items worked in the test environment but not in production.
- Some clients need help creating their customer accounts.
- Financial reporting issues.
- Inspections are taking longer while staff learn the new software program and help clients.
- Programs in Environmental Health are very different, so more customization was required from Accela.

Accela Advantages

- Real time updates for inspections and payments – easier data access.
- More transparency for Industry/staff with access to documents on the portal.
- Special event inspections can now be done electronically saving staff time.
- Plan Review clients can determine their application status without calling staff.
- Staff can use Accela for all work, instead of using multiple software programs.
- Built-in tools to allow better program support from IT

Accela Plan Review Update

- The highest Plan Review backlog after implementation was 8-10 weeks.
- Accela implementation did contribute to the backlog, but the main issue was one of the administrative positions left unexpectedly.
- Dr. Lockett approved a replacement administrative assistant and temporary help to reduce the backlog.
- Current wait times are about 4-6 weeks (with no plan issues).

Questions?

SNHD
Southern Nevada Health District

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