



MINUTES

SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

March 19, 2024 – 2:30 p.m.

Meeting was conducted In-person and via WebEx Event
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107
Red Rock Trail Rooms A and B

- MEMBERS PRESENT:** Jose L. Melendrez, Chair – Consumer Member (*via Webex*)
Donna Feliz-Barrows, Vice-Chair – Consumer Member (*via Webex*)
Scott Black – Community Member, City of North Las Vegas (*via Webex*)
Sara Hunt – Community Member (*in person*)
Luz Castro – Consumer Member (*via Webex*)
Blanca Macias-Villa – Consumer Member (*via Webex*)
- ABSENT:** Erin Breen – Community Member
Brian Knudsen – Consumer Member
Jasmine Coca – Community Member
- ALSO PRESENT:**
- LEGAL COUNSEL:** Edward Wyner, Associate General Counsel
- CHIEF EXECUTIVE OFFICER:** Randy Smith
- STAFF:** Andria Cordovez Mulet, Cassius Lockett, Cassondra Major, David Kahananui, Donna Buss, Emily Anelli, Fermin Leguen, Jacqueline Ayala, Jacques Graham, Jonas Maratita, Jonna Arqueros, Julie Maldonado, Kim Saner, Kimberly Monahan, Kimberly Monahan, Kyle Parkson, Lourdes Yapjoco, Luann Province, Luann Province, Merylyn Yegon, Ryan Kelsch, Sandy Lockett, Tabitha Johnson, Tawana Bellamy, Todd Bleak

I. **CALL TO ORDER and ROLL CALL**

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:32 p.m. Tawana Bellamy, Senior Administrative Specialist, administered the roll call and confirmed a quorum.

II. **PLEDGE OF ALLEGIANCE**

- III. **FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Ms. Bellamy provided clear and complete instructions for members of the general public to call in to the meeting to provide public comment, including a telephone number and access code.

Seeing no one, the Chair closed the First Public Comment portion.

IV. ADOPTION OF THE MARCH 19, 2024 MEETING AGENDA *(for possible action)*

A motion was made by Member Castro, seconded by Member Hunt and carried unanimously to approve the March 19, 2024 Meeting Agenda, as presented.

V. CONSENT AGENDA: Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

1. **APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING:** February 20, 2024 *(for possible action)*
2. **Approve Credentialing and Privileging of Providers Taryn Ouma, LMFT, LCADC and Rithy Khim;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
3. **Approval of the Medical Management of Vaccine/Medication Reactions/Medical Events Policy;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

A motion was made by Member Black, seconded by Member Macias-Villa, and carried unanimously to approve the Consent Agenda, as presented.

VI. REPORT / DISCUSSION / ACTION

1. **Receive, Discuss and Accept the January 2024 Year To Date Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Donnie (DJ) Whitaker, Chief Financial Officer presented the January 2024 Year to Date Financial Report as of January 31, 2024. Ms. Whitaker noted that the report includes the budget augmentation approved in January 2024.

A motion was made by Member Black, seconded by Member Castro, and carried unanimously to accept the January 2024 Year to Date Financial Report, as presented.

VII. BOARD REPORTS: The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. *(Information Only)*

There were no board reports.

VIII. EXECUTIVE DIRECTOR & STAFF REPORTS (*Information Only*)

- CEO Comments

Mr. Smith provided a summary of the employee engagements efforts across the health center, acknowledging staff who volunteered their time to fill the role of an Employee Engagement Champion. Mr. Smith commented that leadership thought it would be essential to have champions to help gain a good understanding of the needs of employees. Mr. Smith further provided an overview of engagement activities that were developed from townhall meetings in three areas: trust, retention and future success.

Member Feliz-Barrows joined the meeting at 2:46 p.m.

- Mr. Smith shared some highlights from the February 2024 operations report.

Further to an inquiry from Member Black regarding the health center's capacity to grow without displacing people that need medical help, Mr. Smith commented, yes, the health center has capacity to grow without displacing people. Mr. Smith further commented that we need to make a more concerted effort through our marketing and our engagement with our Medicaid plans and Medicaid clients that are already being served at the Health District.

Further to an inquiry from Member Black about a funding mechanism that HRSA has contemplated with the FQHC to create a CHC foundation to have a supplemental and targeted revenue stream for specific types of medical services that people cannot pay for, Mr. Smith advised that HRSA does not have any restrictions on fund raising. Mr. Smith commented that he would need to check if this was something the Health District is allowed to do since the health center operates as a co-applicant at the Health District.

Member Feliz-Barrows expressed appreciation for Mr. Smith's efforts to improve the situation and commented that he provided a great report.

There were no further comments.

IX. INFORMATIONAL ITEMS

- Community Health Center (FQHC) February 2024 Operations Reports

- X. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment.

XIII. ADJOURNMENT

The Chair adjourned the meeting at 3:31 p.m.

Randy Smith
Chief Executive Officer - FQHC

/tab

AGENDA

**SOUTHERN NEVADA COMMUNITY HEALTH CENTER
GOVERNING BOARD MEETING
March 19, 2024 – 2:30 p.m.
Meeting will be conducted In-person and via Webex Event
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107
Red Rock Trail Rooms A and B**

NOTICE

WebEx Event address for attendees:

<https://snhd.webex.com/snhd/j.php?MTID=m84a806170bcae54fcf533b7dfa98f0c5>

To call into the meeting, dial (415) 655-0001 and enter Access Code: [2559 783 2215](https://snhd.webex.com/snhd/j.php?MTID=m84a806170bcae54fcf533b7dfa98f0c5)

For other governmental agencies using video conferencing capability, the Video Address is:
25597832215@snhd.webex.com

NOTE:

- Agenda items may be taken out of order at the discretion of the Chair.
- The Board may combine two or more agenda items for consideration.
- The Board may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

I. CALL TO ORDER & ROLL CALL

II. PLEDGE OF ALLEGIANCE

III. FIRST PUBLIC COMMENT: A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote. **There will be two public comment periods. To submit public comment on either public comment period on individual agenda items or for general public comments:**

- **By Webex:** Use the link above. You will be able to provide real-time chat-room messaging, which can be read into the record by a Community Health Center employee or by raising your hand during the public comment period, a Community Health Center employee will unmute your connection. Additional Instructions will be provided at the time of public comment.
- **By email:** public-comment@snchc.org For comments submitted prior to and during the live meeting. Include your name, zip code, the agenda item number on which you are commenting, and your comment. Please indicate whether you wish your email comment

to be read into the record during the meeting or added to the backup materials for the record. If not specified, comments will be added to the backup materials.

- **By telephone:** Call (415) 655-0001 and enter access code 2559 783 2215. To provide public comment over the telephone, please press *3 during the comment period and wait to be called on.

IV. ADOPTION OF THE MARCH 19, 2024 AGENDA *(for possible action)*

V. CONSENT AGENDA: Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

- 1. APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING:** February 20, 2024 *(for possible action)*
- 2. Approve Credentialing and Privileging of Providers Taryn Ouma, LMFT, LCADC and Rithy Khim;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
- 3. Approval of the Medical Management of Vaccine/Medication Reactions/Medical Events Policy;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

VI. REPORT / DISCUSSION / ACTION

Recommendation from the March 18, 2024 Finance and Audit Committee Meeting

- 1. Review, Discuss and Accept the January 2024 Year-To-Date Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

VII. BOARD REPORTS: The Southern Nevada Community Health Center Governing Board members may identify and comment on Health Center related issues or ask a question for clarification. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada Community Health Center Governing Board unless that subject is on the agenda and scheduled for action. ***(Information Only)***

VIII. CEO & STAFF REPORTS ***(Informational Only)***

- CEO Comments
- Highlights from the February 2024 Operations Report

IX. INFORMATIONAL ITEMS

- Community Health Center (FQHC) February 2024 Operations Reports

X. SECOND PUBLIC COMMENT: A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board’s jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote. **See above for instructions for submitting public comment.**

XI. ADJOURNMENT

NOTE: Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify the Administration Office at the Southern Nevada Health District by calling (702) 759-1201.

THIS AGENDA HAS BEEN PUBLICLY NOTICED on the Southern Nevada Health District's Website at <https://snhd.info/meetings>, the Nevada Public Notice website at <https://notice.nv.gov>, and a copy will be provided to any person who has requested one via U.S mail or electronic mail. All meeting notices include the time of the meeting, access instructions, and the meeting agenda. For copies of agenda backup material, please contact the Administration Office at 280 S. Decatur Blvd, Las Vegas, NV, 89107 or (702) 759-1201.



AT THE SOUTHERN NEVADA HEALTH DISTRICT

MINUTES

SOUTHERN NEVADA COMMUNITY HEALTH CENTER

GOVERNING BOARD MEETING

February 20, 2024 – 2:30 p.m.

Meeting was conducted In-person and via WebEx Event

Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107

Red Rock Trail Rooms A and B

MEMBERS PRESENT:

Jose L. Melendrez, Chair – Consumer Member (*via Webex*)
Donna Feliz-Barrows, Vice-Chair – Consumer Member (*via Webex*)
Jasmine Coca – Community Member (*in person*)
Scott Black – Community Member, City of North Las Vegas (*in person*)
Erin Breen – Community Member (*via Webex*)
Sara Hunt – Community Member (*in person*)
Brian Knudsen – Consumer Member (*Webex*)

ABSENT:

Luz Castro – Consumer Member
Blanca Macias-Villa – Consumer Member

ALSO PRESENT:

LEGAL COUNSEL:

Edward Wyner, Associate General Counsel

CHIEF EXECUTIVE OFFICER:

Randy Smith, CEO

STAFF:

Heather Anderson-Fintak, Emily Anelli, Jonna Arqueros, Tawana Bellamy, Andria Cordovez Mulet, Tabitha Johnson, Ryan Kelsch, Theresa Ladd, Fermin Leguen, Cassius Lockett, Hetal Luhar, Cassondra Major, Bernadette Meily, Kimberly Monahan, Jonas Maratita, Kyle Parkson, Luann Province, Yin Jie Qin, Randy Smith, Ronique Tatum-Penegar, Steve Wang, Donnie (DJ) Whitaker, Merylyn Yegon

I. CALL TO ORDER and ROLL CALL

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:32 p.m. Tawana Bellamy, Administrative Specialist, administered the roll call and confirmed a quorum. Ms. Bellamy provided clear and complete instructions for members of the general public to call in to the meeting to provide public comment, including a telephone number and access code.

II. PLEDGE OF ALLEGIANCE

III. RECOGNITION

1. Southern Nevada Community Health Center

- 2023 Community Health Quality Recognition (CHQR) Badge – Addressing Social Risk Factors to Health and Advancing HIT for Quality – Health Resources & Services Administration (HRSA)

The Chair recognized the Southern Nevada Community Health Center for being awarded two Community Health Quality Recognition (CHQR) badges by HRSA. 1). Addressing Social Risk Factors to Health and 2). Advancing Health Information Technology for Quality. CHQR badges recognizes Health Center Program awardees and look-alikes that have made notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent Uniform Data System (UDS) reporting period. All health center's efforts are central to advancing a model of coordinated, comprehensive, and patient centered care serving over 30 million people every year. On behalf of the Southern Nevada Community Health Center Governing Board, we thank you for your commitment to providing quality primary health care services to our community.

- IV. FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the First Public Comment portion.

V. ADOPTION OF THE FEBRUARY 20, 2024 MEETING AGENDA *(for possible action)*

A motion was made by Member Feliz-Barrows, seconded by Member Black and carried unanimously to approve the February 20, 2024 Meeting Agenda, as presented.

- VI. CONSENT AGENDA:** Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

- 1. APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING:** January 16, 2024 *(for possible action)*
- 2. Approve Credentialing and Privileging of Provider Tabitha Johnson, LMFT, LCADC;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

A motion was made by Member Black, seconded by Member Feliz-Barrows, and carried unanimously to approve the Consent Agenda, as presented.

VII. REPORT / DISCUSSION / ACTION

- 1. Review, Discuss and Approve the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Donnie (DJ) Whitaker presented the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget. Ms. Whitaker explained that the health center's budget is incorporated in the Southern Nevada Health District's budget. Ms. Whitaker presented just the budget related to the health center.

A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to approve the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget, as presented.

- 2. Receive, Discuss and Accept the December 2023 Year To Date Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Ms. Whitaker presented the December 2023 Year to Date Financial Report.

Further to an inquiry from Member Hunt regarding actual patient encounters for Family Planning, Mr. Smith explained that of the three Family Planning providers, one retired in March 2023 and another resigned in August 2023, leaving one provider. Mr. Smith further explained that both positions have been filled and are still in the onboarding phase. The two providers will be trained to see patients across program areas, not just in Family Planning. Mr. Smith commented that the difference in patient encounters from FY23 to FY 24 is due to staffing and onboarding of new providers.

Further to an inquiry from Member Hunt regarding how the patient visits will be coded if providers are seeing patients across other areas, Mr. Smith commented that staff will decide which program based on the diagnosis or particular need of the patient and patients can be seen in multiple areas.

Further to an inquiry from Member Coca regarding an increase in the number of Refugee patients in December, Mr. Smith commented that the health center is making a concerted effort with its partnership with Catholic Charities to see more patients and increase access to care.

A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to accept the December 2023 Year to Date Financial Report, as presented.

Member Knudsen joined the meeting at 2:58 p.m.

- 3. Review, Discuss and Approve the Additional Board Requested Goals for the Chief Executive Officer;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the following two additional goals to include for the Chief Executive Officer for the 2024 calendar year.

- Maintain compliance for SNCHC's HRSA Health Program grant by ensuring No Program Conditions are placed on the health center's award.
- Improve financial sustainability by increasing the number of Medicaid visits from 5,443 (FY23) to 5,876 by December 31, 2024, as measured by SNCHC's Payer Mix report.

A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve the Additional Board Requested Goals for the Chief Executive Officer, as presented.

4. Review, Discuss and Approve a Change of Operating Hours at Decatur and Fremont Locations; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the change in hours at the Decatur and Fremont locations. Decatur will continue to operate Monday through Thursday and Fremont from Tuesday to Friday. The current hours are 8 a.m. to 6 p.m. The new operating hours after the change would be 7 a.m. to 6 p.m., Monday – Friday.

A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve a Change of Operating Hours at Decatur and Fremont Locations, as presented.

5. Review, Discuss and Approve the Submission of the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area grant opportunity.

Further to an inquiry from Member Hunt regarding staffing at the new site, Mr. Smith shared that one direction would be to commence with a limited recruitment so that by August we could be doing interviews. Mr. Smith noted that it could be a challenge finding providers and support staff in the Pahrump area. Mr. Smith commented that we can leverage existing resources too. Mr. Smith further commented that for the new patients in that area, we probably need two or three new medical providers and a behavioral health provider to meet the requirements of the grant.

A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve the Submission of the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area, as presented.

6. Receive, Discuss and Approve Committee Assignments; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the new committee assignments to add Member Hunt to the Finance and Audit Committee and Member Macias-Villa to the Finance and Audit and Strategic Planning committees.

Executive Committee	Executive Director Annual Review Committee	Finance and Audit Committee	Quality, Credentialing & Risk Management Committee	Nominations Committee	Strategic Planning Committee
Jose Melendrez Donna Feliz-Barrows Brian Knudsen	Luz Castro Donna Feliz-Barrows Jose Melendrez	Donna Feliz-Barrows Jasmine Coca Sara Hunt Blanca Macias-Villa	Scott Black Jose Melendrez Erin Breen	Luz Castro Donna Feliz-Barrows Erin Breen	Scott Black Luz Castro Jose Melendrez Blanca Macias-Villa

A motion was made by Member Feliz-Barrows, seconded by Member Knudsen, and carried unanimously to approve the Committee Assignments, as presented.

VIII. BOARD REPORTS: The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. **(Information Only)**

Chair Melendrez shared that UNLV will be having a President's Mental Health Townhall on February 27, 2024 at 3:30 p.m. It is to target the mental health and wellbeing of the students.

IX. EXECUTIVE DIRECTOR & STAFF REPORTS (Information Only)

- CEO Comments

Mr. Smith shared that the Medical Director resigned, and his last day is March 1, 2024. We will work with HR to start the recruitment process.

Further to an inquiry from Chair Melendrez regarding explaining the expectations of the job to potential candidates, Mr. Smith shared that he is working with human resources to identify the type of questions to ask candidates. Mr. Smith commented that they would be interested in learning about the candidate's experience and leadership skills.

Further to an inquiry from Chair Melendrez regarding an exit interview process, Mr. Smith shared that he and the medical director have talked and there is a combination of things, and we are doing our best to move forward to the next step.

Mr. Smith further shared that Member Coca extended an invitation to the health center staff and board members to tour Catholic Charities on February 29, 2024. Mr. Smith encouraged board members to attend. Member Coca shared that she will also be participating in the tour.

Mr. Smith provided an update to the incident that occurred at the Fremont location on January 24, 2024. Member Coca appreciated receiving an email regarding the incident and expressed that she was sorry for those employees who were affected by the event.

Further to an inquiry from Member Coca regarding proper lighting in the parking lot when employees are clients are leaving, Mr. Smith shared there is a lot of light but there are limitations on how bright the lights can be because the building is adjacent to an apartment complex. Mr. Smith advised that facilities took at the lighting and determined it is adequate.

Further to an inquiry from Chair Melendrez regarding security to act as a barrier and metal detectors, Mr. Smith advised that the metal detector at Decatur is used for public meetings, and that there is a process for checking in with the team at the front desk to determine where clients should go before they enter into clinical spaces.

Further to an inquiry from Chair Melendrez regarding more things being done besides security officers sitting at the front table, Mr. Smith commented that there have been conversations with supervisors at Decatur and Fremont to have security do a walkthrough of the facility and have security stationed for a while at different locations.

Further to an inquiry from Member Feliz-Barrows regarding where staff are parking, Mr. Smith shared that staff has been asked to park in the front and when that is not feasible, staff has been asked to communicate with security that they parked in the back and need an escort.

- Highlights from the January 2024 Operations Report

Mr. Smith shared some highlights from the January 2024 operations report.

Mr. Smith advised that the health district has been engaged in a strategic planning process and as a division of the health district, the health center has participated in putting together a strategic plan. Mr. Smith further advised that strategic planning is a function of the Governing Board. The Strategic Planning Committee and other interested board members will start meeting in April to mirror the same process as the health district.

Mr. Smith further advised there will likely be two to three Strategic Planning Committee sessions to create a new plan. The plan will be present to the board for approval and then ongoing monitoring and reporting through the Governing Board meeting. Mr. Smith provided an overview of three goals assigned to the health center as a part of the health district's strategic plan. Mr. Smith provided an overview of the three goals.

There were no further comments.

X. INFORMATIONAL ITEMS

- Community Health Center (FQHC) January 2024 Operations Reports

- XI. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment.

XIII. ADJOURNMENT

The Chair adjourned the meeting at 3:52 p.m.

Randy Smith
Chief Executive Officer - FQHC

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SOUTHERN NEVADA
Community
HEALTH CENTER

AT THE SOUTHERN NEVADA HEALTH DISTRICT

SNCHC Governing Board Meeting

March 19, 2024



Financial Report

Results as of January 31, 2024

All Funds/Divisions

Activity	Budget as of January	Actual as of January	Variance	%
Charges for Services	14,387,131	14,068,160	(318,971)	-2%
Other	291,667	338,626	46,959	16%
Federal Revenue	4,212,508	2,267,616	(1,944,892)	-46%
Other Grant Revenue	67,161	4,978	(62,183)	-93%
Pass-Thru Revenue	1,759,484	1,585,943	(173,541)	-10%
State Revenue	94,137	78,392	(15,745)	-17%
Total FQHC Revenue	20,812,089	18,343,716	(2,468,373)	-12%
Salaries	5,054,863	4,704,822	(350,041)	-7%
Taxes & Fringe Benefits	2,291,547	2,091,209	(200,338)	-9%
Travel & Training	49,927	47,643	(2,284)	-5%
Total Salaries & Benefits	7,396,337	6,843,675	(552,662)	-7%
Supplies	10,926,841	10,832,983	(93,858)	-1%
Capital Outlay	11,375	34,399	23,024	202%
Contractual	1,359,094	639,739	(719,355)	-53%
Total Other Operating	12,297,310	11,507,121	(790,189)	-6%
Indirect Costs/Cost Allocations	3,062,708	2,800,454	(262,254)	-9%
Transfers IN	(311,991)	(511,139)	(199,148)	64%
Transfers OUT	312,540	511,139	198,599	64%
Total Transfers	3,063,257	2,800,454	(262,803)	-9%
Total FQHC Expenses	22,756,904	21,151,249	(1,605,654)	-7%
Net Position	(1,944,815)	(2,807,533)	(862,719)	44%

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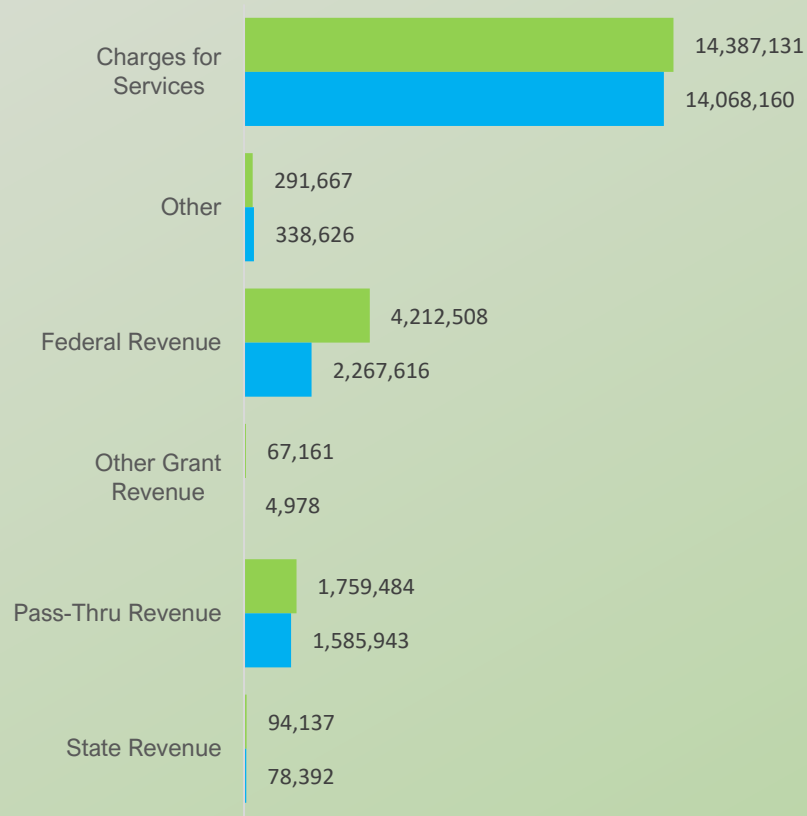
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NOTES:

- 1) GRANT REVENUE AND PERSONNEL ALLOCATION BUDGET UNDER REVIEW.
- 2) SIGNIFICANT BUDGETED CONTRACTS EXPENSES NOT REQUIRED AS OF JANUARY 2024.

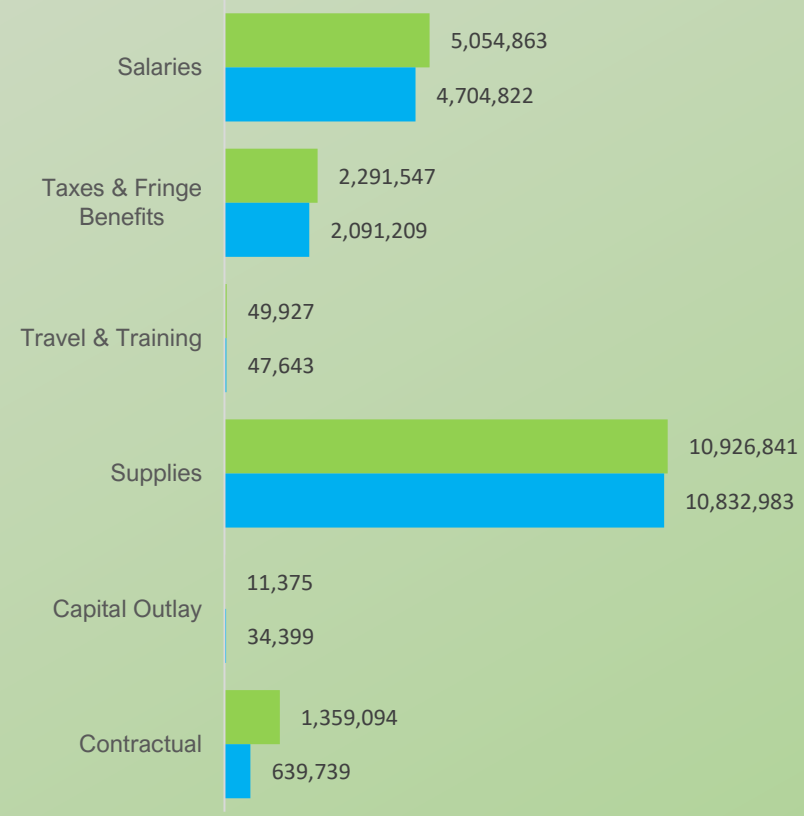
Revenues & Expenses

FQHC Total Revenue by Type



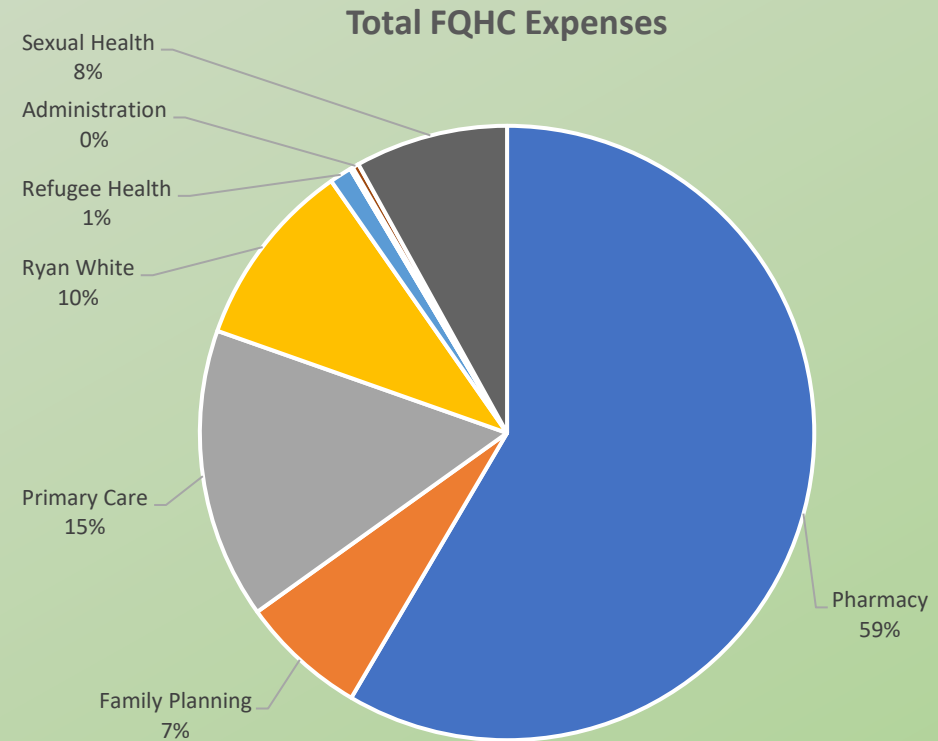
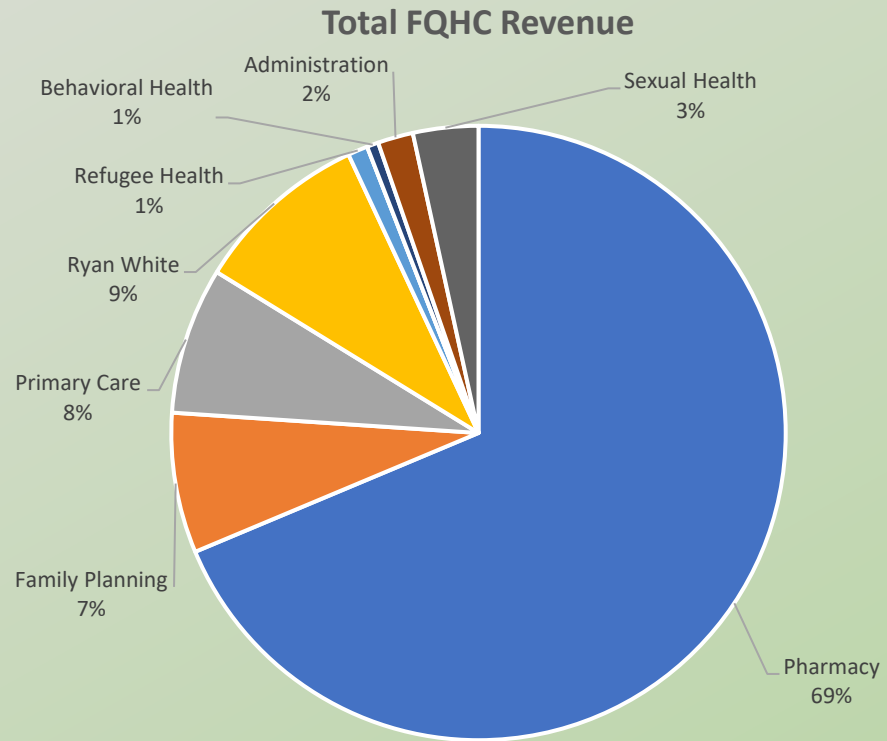
■ Budget ■ Actual

FQHC Total Expense by Type



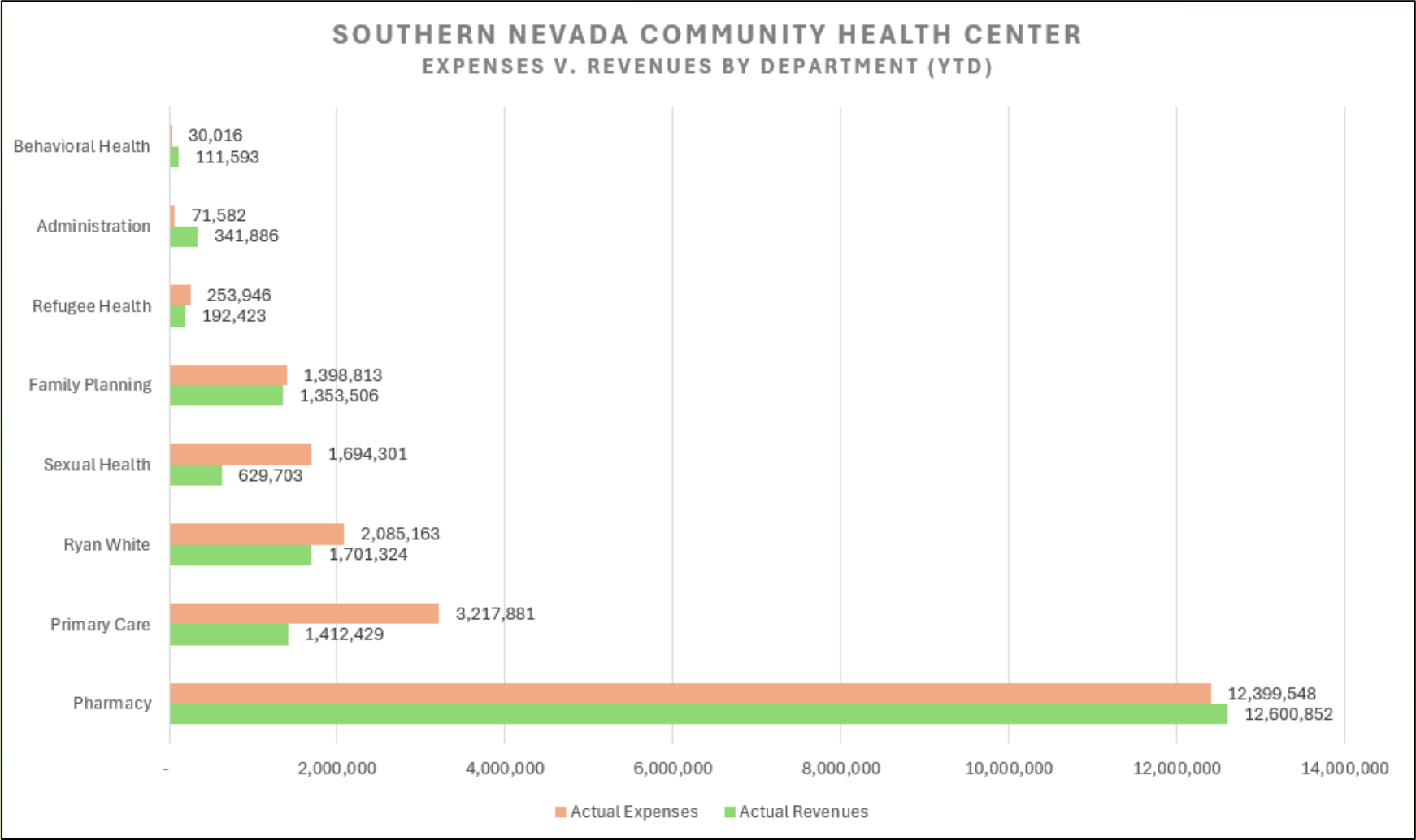
■ Budget ■ Actual

Revenues and Expenses by Department

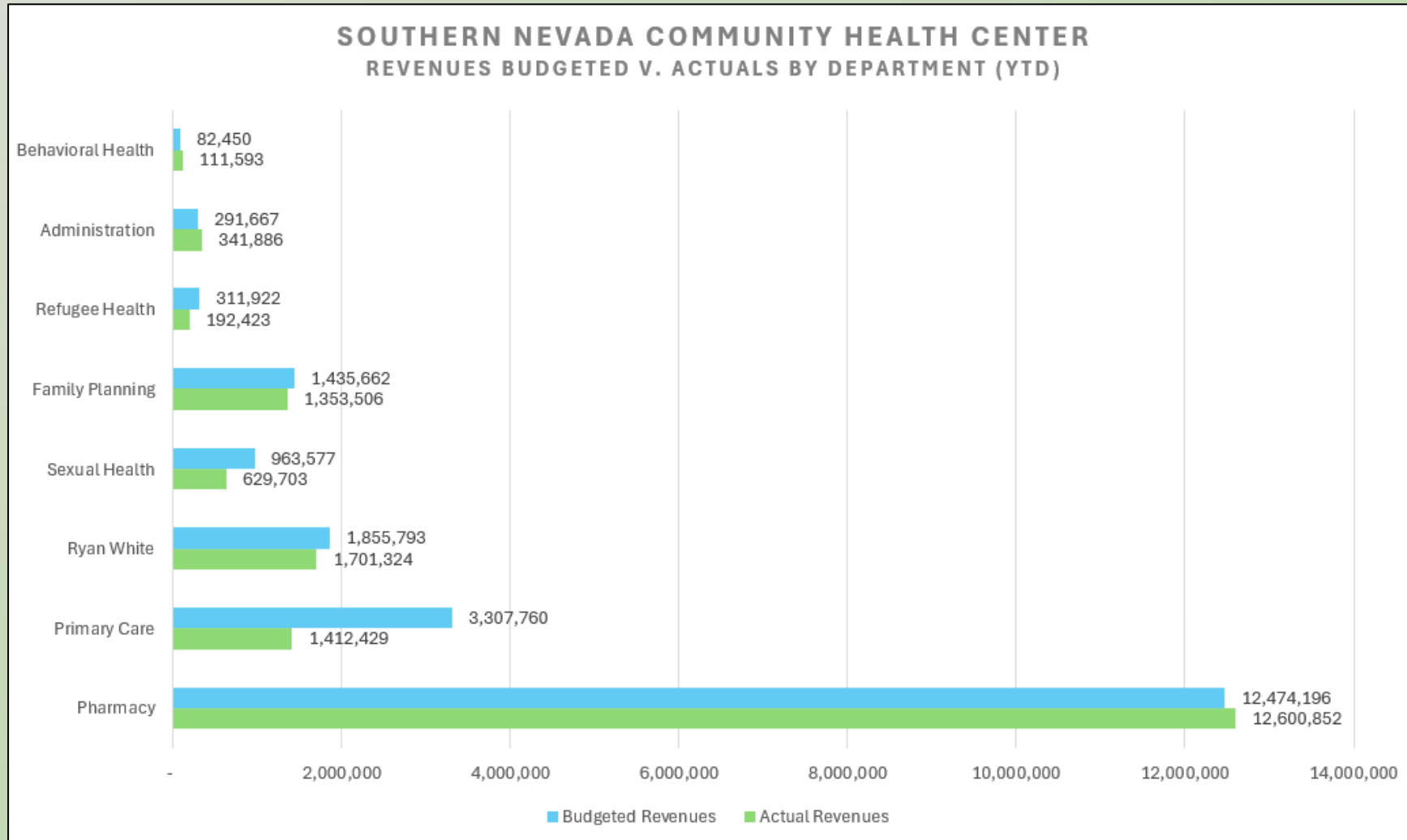


Expenses v. Revenues by Department

Year-to-Date

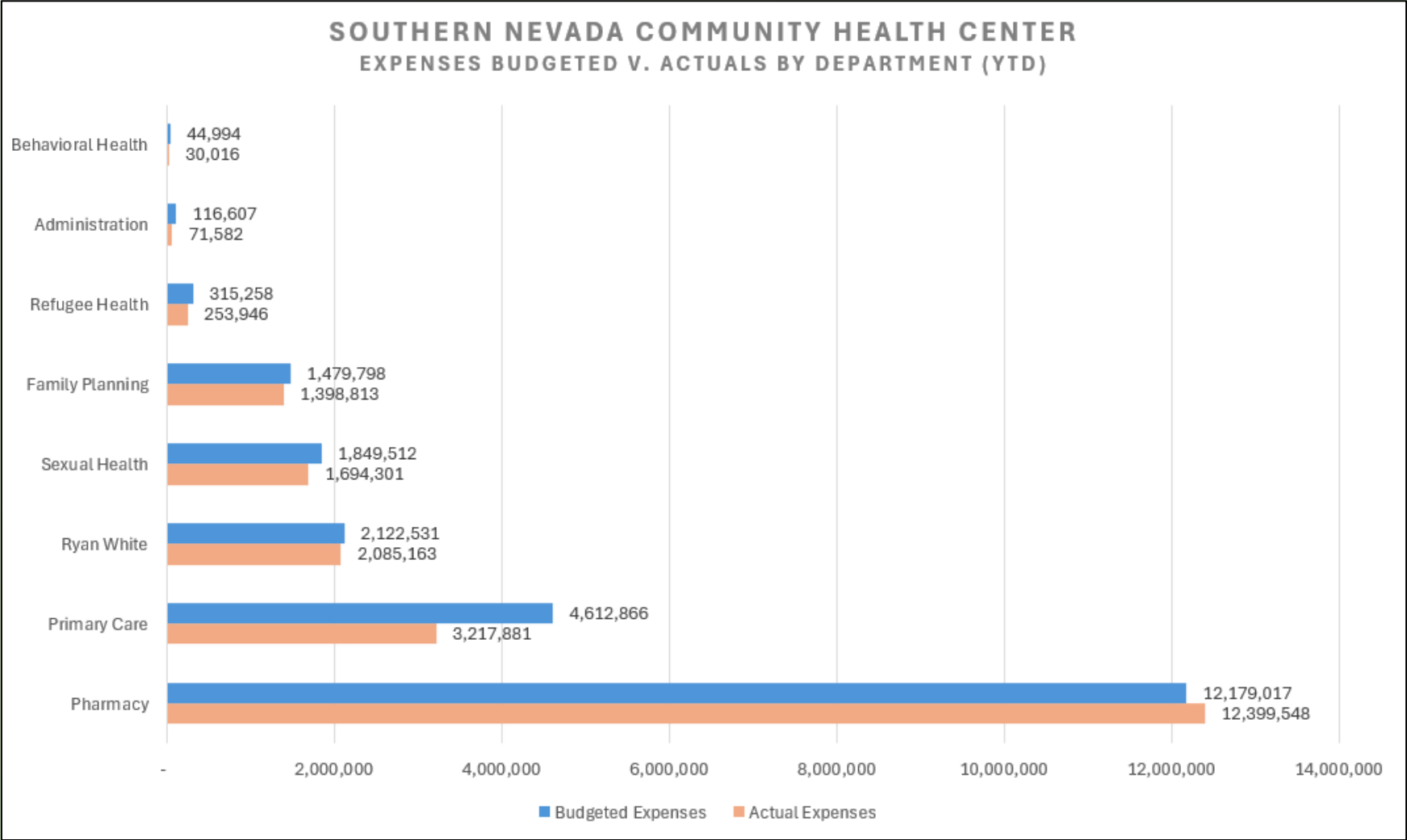


Revenues Budgeted v. Actuals by Department Year-to-Date



Expenses Budgeted v. Actuals by Department

Year-to-Date



Revenue by Department

Department	Budget as of January	Actual as of January	Variance	%
Charges for Services, Other, Wrap				
Family Planning	271,829	237,407	(34,422)	-13%
Pharmacy	12,474,196	12,600,852	126,657	1%
Oral Health (Dental)	89,062	-	(89,062)	-100%
Primary Care	207,236	261,609	54,374	26%
Ryan White	244,935	199,489	(45,446)	-19%
Refugee Health	76,038	83,062	7,024	9%
Behavioral Health	82,450	95,016	12,566	15%
Administration	291,667	341,886	50,219	17%
Sexual Health	941,386	590,726	(350,661)	-37%
OPERATING REVENUE	14,678,798	14,410,046	(268,751)	-2%
Grants				
Family Planning	1,163,833	1,116,099	(47,734)	-4%
Pharmacy	-	-	-	0%
Oral Health (Dental)	-	-	-	0%
Primary Care	3,100,525	1,154,079	(1,946,445)	-63%
Ryan White	1,610,858	1,501,835	(109,023)	-7%
Refugee Health	235,884	109,361	(126,523)	-54%
Behavioral Health	-	16,577	16,577	0%
Sexual Health	22,191	38,978	16,787	76%
SPECIAL REVENUE	6,133,291	3,936,930	(2,196,361)	-36%
TOTAL REVENUE	20,812,089	18,346,976	(2,465,113)	-12%

NOTES:

- 1) SERVICES NOT YET OPERATIONAL IN JANUARY 2024 (ANTICIPATING GO-LIVE IN Q4 FY25). BUDGET WILL BE REALLOCATED IN THE NEXT AUGMENTATION.
- 2) APPROVED SHC BUDGET ESTABLISHED PRIOR TO CONSOLIDATION IN JULY 2023. MANAGEMENT IS REVIEWING FOR UPDATED EXPECTATIONS FOR FY25.
- 3) NO BUDGETED GRANT ACTIVITY FOR FY 2024.
- 4) GRANT REVENUE AND PERSONNEL ALLOCATION BUDGET UNDER REVIEW.
- 5) CAPACITY RESERVED BUT ENCOUNTERS LIMITED BY COMMUNITY PARTNERSHIP ELIGIBLE REFERRALS.

Expenses by Department

Department	Budget as of January	Actual as of January	Variance	%
Employment (Salaries, Taxes, Fringe)				
Family Planning	1,018,325	952,285	(66,041)	-6%
Pharmacy	218,651	179,769	(38,882)	-18%
Oral Health (Dental)	-	-	-	0%
Primary Care	2,759,347	2,474,049	(285,298)	-10%
Ryan White	1,670,231	1,608,721	(61,509)	-4%
Refugee Health	170,828	170,256	(571)	0%
Behavioral Health	31,572	27,133	(4,439)	-14%
Administration	54,998	57,365	2,367	4%
Sexual Health	1,422,459	1,326,453	(96,006)	-7%
Total Personnel Costs	7,346,410	6,796,031	(550,378)	-7%
Other (Supplies, Contractual, Capital, etc.)				
Family Planning	282,808	267,775	(15,033)	-5%
Pharmacy	10,318,429	10,548,564	230,135	2%
Oral Health (Dental)	32,206	-	(32,206)	-100%
Primary Care	1,232,205	330,882	(901,324)	-73%
Ryan White	167,022	208,910	41,888	25%
Refugee Health	101,887	44,587	(57,300)	-56%
Behavioral Health	7,350	-	(7,350)	-100%
Administration	47,271	4,988	(42,283)	-89%
Sexual Health	158,059	149,059	(9,000)	-6%
Total Other Expenses	12,347,237	11,554,764	(792,473)	-6%
Total Operating Expenses	19,693,647	18,350,796	(1,342,851)	-7%
Indirect Costs/Cost Allocations	3,062,708	2,800,454	(262,254)	-9%
Transfers IN	(311,991)	(511,139)	(199,148)	64%
Transfers OUT	312,540	511,139	198,599	64%
Total Transfers & Allocations	3,063,257	2,800,454	(262,803)	-9%
TOTAL EXPENSES	22,756,904	21,151,249	(1,605,654)	-7%

1

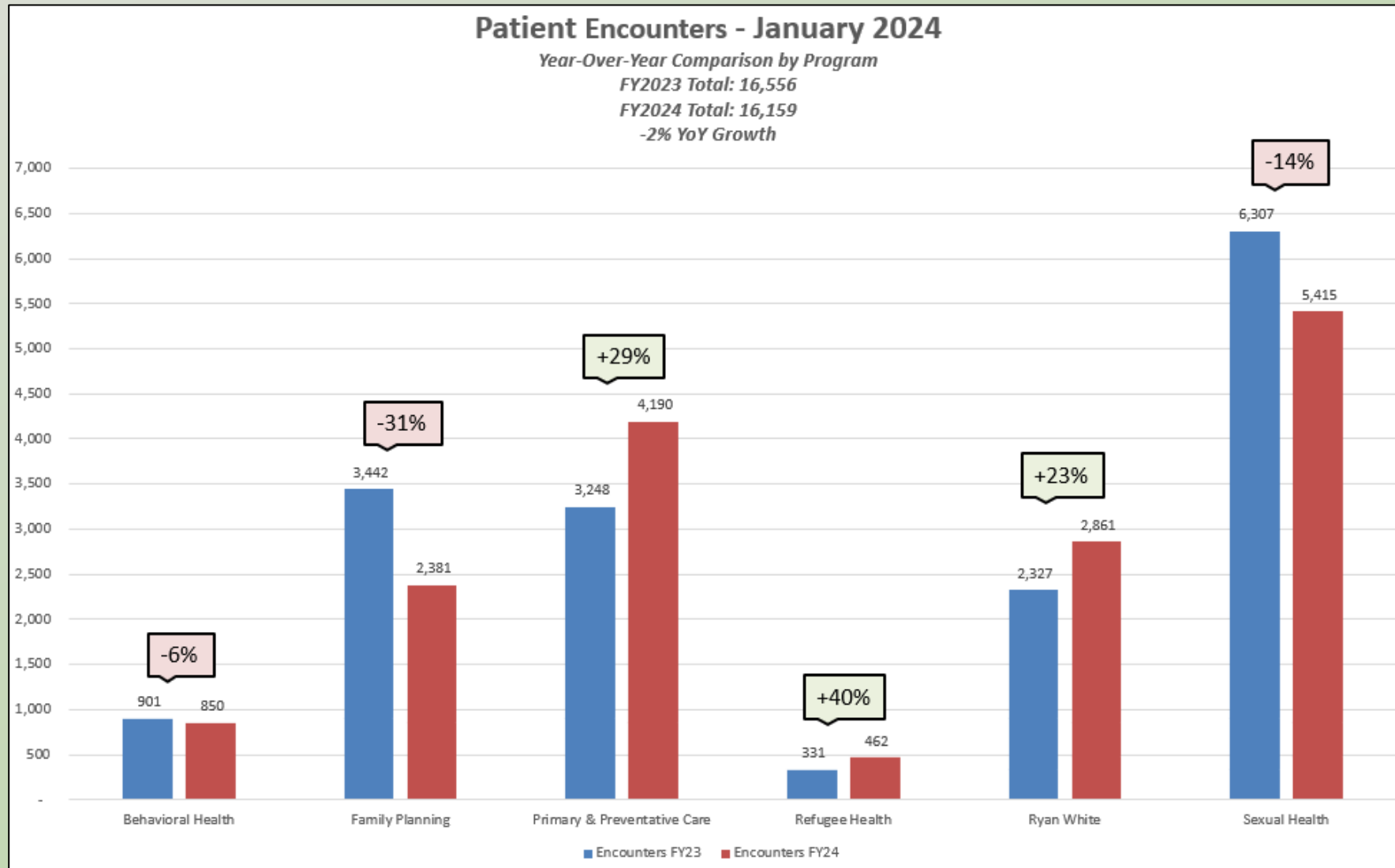
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NOTES:

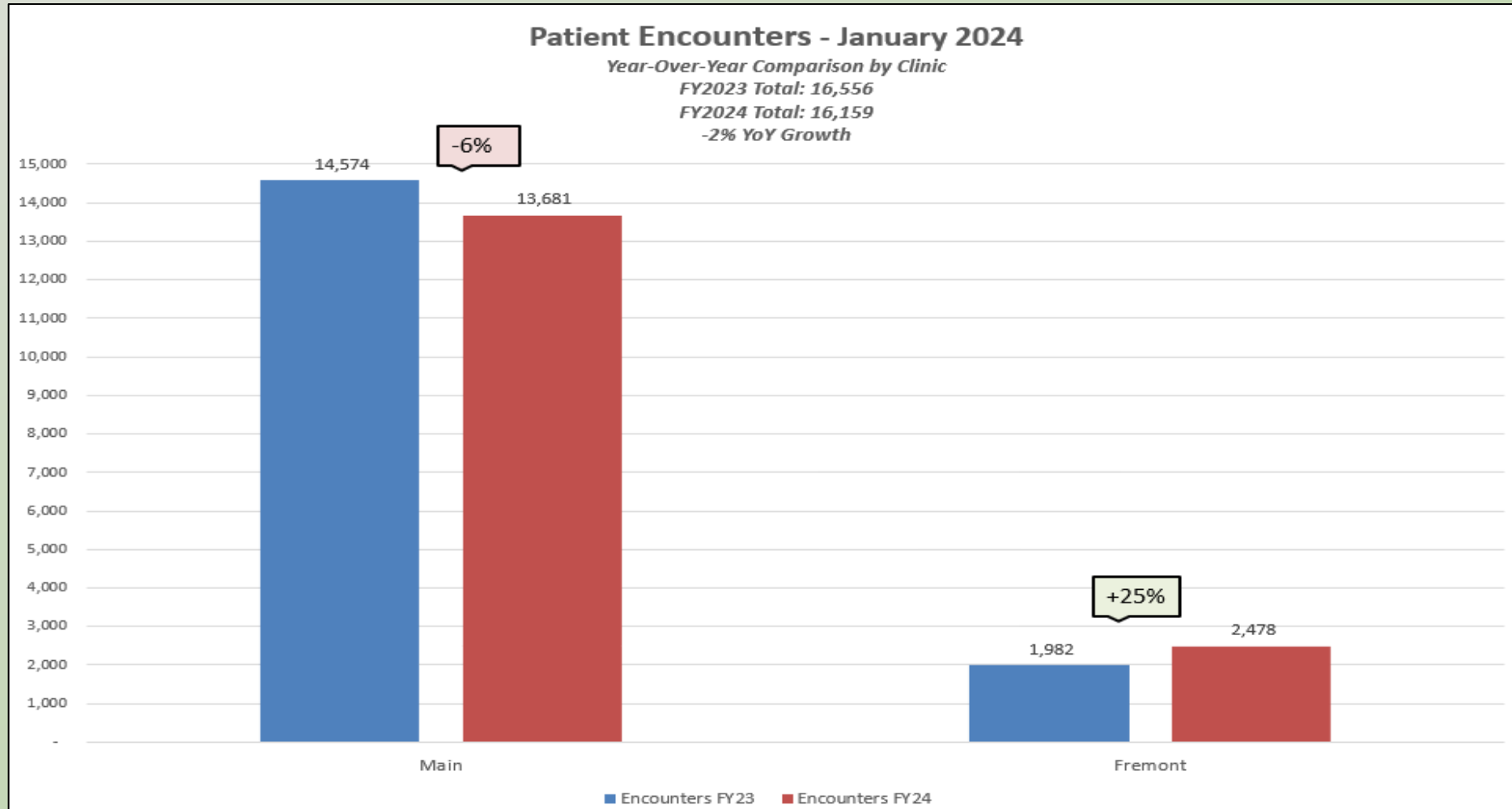
- 1) SERVICES NOT YET OPERATIONAL IN JANUARY 2024.
- 2) SIGNIFICANT BUDGETED CONTRACTS EXPENSES NOT REQUIRED AS OF JANUARY 2024

Patients Encounters by Department



NOTE: SEXUAL HEALTH WAS MOVED TO FQHC IN JULY 2023 (FISCAL YEAR 2024). PRIOR YEAR DATA IS ACTIVITY FROM DEPARTMENT WHILE UNDER SNHD PRIMARY AND PREVENTATIVE CARE (MANAGEMENT IS CURRENTLY EVALUATING PROVIDERS ELIGIBLE FOR REPORTING PURPOSES).

Patients Encounters by Clinic



NOTE: FREMONT CLINIC OPENED ON AUGUST 30TH, 2022.

Financial Report Categorization

Statement Category – Revenue	Elements
Charges for Services	Fees received for medical services provided from patients, insurance companies, Medicare, and Medicaid.
Other	Medicaid MCO reimbursements (the wrap), administrative fees, and miscellaneous income (sale of fixed assets, payments on uncollectible charges, etc.).
Grants	Reimbursements for grant-funded operations via Local, State, Federal, and Pass-Through grants.

Statement Category – Expenses	Elements
Salaries, Taxes, and Benefits	Salaries, overtime, stand-by pay, retirement, health insurance, long-term disability, life insurance, etc.
Travel and Training	Mileage reimbursement, training registrations, hotel, flights, rental cars, and meeting expenses pre-approved, job-specific training and professional development.
Supplies	Medical supplies, medications, vaccines, laboratory supplies, office supplies, building supplies, books and reference materials, etc.
Contractual	Temporary staffing for medical/patient/laboratory services, subrecipient expenses, dues/memberships, insurance premiums, advertising, and other professional services.
Property	Fixed assets (i.e. buildings, improvements, equipment, vehicles, computers, etc.)
Indirect/Cost Allocation	Indirect/administrative expenses for grant management and allocated costs for shared services (i.e. Executive leadership, finance, IT, facilities, security, etc.)



Questions?

Request a Motion to Accept the January 2024 Year-To-Date Financial Report.

BOARD REPORTS

The Southern Nevada Community Health Center Governing Board members may identify and comment on Health Center related issues or ask a question for clarification. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada Community Health Center Governing Board unless that subject is on the agenda and scheduled for action.

CEO COMMENTS

RANDY SMITH

CHIEF EXECUTIVE OFFICER - FQHC

SOUTHERN NEVADA COMMUNITY HEALTH CENTER

MARCH 19, 2024


Employee Engagement
Activities
(OVS) - Update

Employee Engagement Champions

- Maria Cristina Servando
- Esther Romero
- Mayra Avalos
- Dr. Matthew Bonello
- Tonia Atencio
- Leticia Rivera
- Renita Anderson
- Jessica Yumul
- Christopher Cooper
- Jose Garcia-Jorge



Employee Engagement Activities (OVS)

Trust	Retention	Future Success
<p>Onboarding Process:</p> <ul style="list-style-type: none"> • Onboarding binder • Shadowing • Learn about health center • Get to know what others are doing • New people meet with leadership and have their buddy with them <p>Current Employees – Follow Up to the Townhalls using a similar format:</p> <ul style="list-style-type: none"> • Refresher • Overview of each program • Knowledge of what each dept is doing • Cross-training longer than a few days <p>Resource library</p>	<p>Recognition:</p> <ul style="list-style-type: none"> • We have been provided a budget to provide monetary awards 	<p>Create an Engagement Committee – act as ambassadors for staff</p> <ul style="list-style-type: none"> • 5-7 employees with good representation from each area • Assist with identifying staff for awards • Help leadership make improvements • Create a Charter to describe what the group will be doing. 
<p>Target Rounding – Managers get out and engage with staff (ask how are things going)</p>		

Administrative Updates

Medical Director recruitment

SAC-AA grant application – DUE March 20th

- Approximately \$1.8 million annual grant
- Highly competitive
- Addition full time site required
- Would expand service area to Pahrump

BH build out at Decatur

Dental clinic at Fremont

- Dental vendors and community partners

Administrative Updates

- HRSA Title X Family Planning program: FPAR report – calendar year 2023 (CY23)
- HRSA – Health Center program: UDS report – calendar year 2023 (CY23)
 - Unduplicated patients = 9,863 / CY19 = 9,134 & CY22 = 6,343
 - Encounters = 23,351 (1,501 virtual) / 15,859 (783)
 - FTEs = 81.72 / CY22 = 57.18 (providers & clinical & non-clinical support staff)
- Fiscal year 2025 (FY25) budget (July 1, 2024 – June 30, 2025)
 - Revenue model

Thank you, FQHC Business Office (Dave and Ryan)!

Uninsured & Medicaid Benchmarks

Uninsured Visits as a % of Total Visits (UDS data)					
	2023	2022	2021	2020	2019
SNCHC	47.77%	54.03%	59.36%	49.23%	51.88%
NV		28.70%			
US		18.62%			
Medicaid Visits as a % of Total Visits (UDS data)					
	2023	2022	2021	2020	2019
SNCHC	26.57%	23.88%	27.43%	27.73%	0.00%
NV		41.99%			
US		50.24%			
Total SNCHC Visits (UDS data)					
SNCHC	2023	2022	2021	2020	2019
	23,351	15,641	15,986	11,679	

	CY22	CY23
Uninsured Visits	88% higher than NV	Uninsured rate dropped 11.5%
Medicaid Visits	43% less than NV	Increase in visits by 11.2%

Provider Access Report

Facility	Program	FEB '24	FEB '23	FEB YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	145	109	33%	1,028	1,028	0%
Decatur	Ryan White	224	176	27%	1,749	1,355	29%
Decatur	Family Health	465	141	230%	3,168	1,691	87%
Fremont	Family Health	343	179	92%	1,429	984	45%
Total	Family Health	808	320	153%	4,597	2,675	72%
Decatur	Family Planning	122	198	-38%	1,132	1,890	-40%
Fremont	Family Planning	89	118	-25%	600	788	-24%
Total	Family Planning	211	316	-33%	1,732	2,678	-35%
ASEC	Sexual Health	124	113	10%	999	824	21%
Decatur	Sexual Health	633	519	22%	4,608	4,641	-1%
Total	Sexual Health	757	632	20%	5,607	5,465	3%
Grand Total		2,145	1,553	38%	14,713	13,201	11%

SNHD Strategic plan

Goals and Objectives

Objective 2: Increased Financial Self-Sufficiency



SNHD and the Administration Division will increase transparency in General Fund budgeting from projection-based budget development to specific justification-driven based budgeting measured by a detailed zero-based FY2025 budget.

CH will identify additional sustainable funding or increase the number of existing secure funding sources from zero to one for each program by end of fiscal year in 2024.

THE SOUTHERN NEVADA COMMUNITY HEALTH CENTER (SNCHC) will increase the number of Medicaid visits provided from 5,443 (FY23) to 5,876 by December 31, 2024, as measured by SNCHC's Pay Mix report.

THE FACILITIES SECTION OF THE ADMINISTRATION DIVISION will decrease energy consumption by 5% by the end of calendar year 2024.



SOUTHERN NEVADA
Community
HEALTH CENTER

AT THE SOUTHERN NEVADA HEALTH DISTRICT

QUESTIONS?

THANK YOU



MEMORANDUM

Date: March 19, 2024

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, Chief Executive Officer, FQHC ^{RS}
Fermin Leguen, MD, MPH, District Health Officer ^{FL}

Subject: Community Health Center FQHC Operations Officer Report – February 2024

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.

February 2024 Highlights

Administrative

- Medical Director recruitment underway
- SAC-AA grant application – DUE March 20th
 - Approximately \$1.8 million annual grant
 - A portion must be allocated to services for the homeless
 - Highly competitive
 - Addition full time site required.
 - Would expand the service area to Pahrump.
- Behavioral health build out at Decatur in progress.
- Dental clinic build out at Fremont
 - Dental vendors and community partners engaged
- HRSA Title X Family Planning program: FPAR report – calendar year 2023 (CY23)
- HRSA – Health Center program: UDS report – **calendar year 2023 (CY23)**
 - Unduplicated patients = 9,863 / CY19 = 9,134 & CY22 = 6,343
 - Encounters = 23,351 (1,501 virtual) / 15,859 (783)
 - FTEs = 81.72 / CY22 = 57.18 (providers & clinical & non-clinical support staff)

Access – Provider Visits

Facility	Program	FEB '24	FEB '23	FEB YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	145	109	33%	1,028	1,028	0%
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Total	Sexual Health	757	632	20%	5,607	5,465	3%
Grand Total		2,145	1,553	38%	14,713	13,201	11%

Pharmacy Services

	Feb-23	Feb-24		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,097	1,358	↑	9,194	10,832	↑	17.8%
Prescriptions Filled	1,469	2,018	↑	12,279	15,213	↑	23.9%
Client Clinic Encounters (Pharmacist)	60	28	↓	388	242	↓	-37.6%
Financial Assistance Provided	16	14	↓	61	135	↑	121.3%
Insurance Assistance Provided	6	2	↓	17	46	↑	170.6%

- A. Dispensed 2,018 prescriptions for 1,358 clients.
- B. Pharmacist completed 28 client clinic encounters.
- C. Assisted 14 clients to obtain medication financial assistance.
- D. Assisted two (2) clients with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 64 referrals between February 1st and February 29th. There were two (2) pediatric clients referred to the Medical Case Management program in February and the program received four (4) referrals for pregnant women living with HIV during the month.
- B. There were 838 total service encounters in the month of February provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 368 unduplicated clients served under these programs in February.

- C. The Ryan White ambulatory clinic had a total of 454 visits in the month of February, including: 24 initial provider visits, 173 established provider visits and 14 tele-health visits (established clients). There were 18 nurse visits and 237 lab visits. There were 33 Ryan White clients seen in Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of February. There were 20 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services.
- D. The Ryan White clinic continues to implement the Rapid stART project, which has 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 13 patients enrolled and seen under the Rapid stART program in February.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,196 unique services to 808 unduplicated patients for the month of February. There were 113 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 122 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The FQHC-SHC is participating in a research project in collaboration with the University of San Diego, California (UCSD) looking at STI's as a tool for HIV prevention. The FQHC-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) with 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.
- C. One SHC provider, the Community Health Nurse (CHN) supervisor and the SHC PrEP navigator presented and participated in the California Prevention Training Center Injectable PrEP Update on February 21, 2024. In addition to the SNHD SHC team, program leaders, and navigators from the Oakland LGBTQ Center, Children's Hospital of Los Angeles, CARE Center, Dignity/St. Mary, Long Beach, and the University of Miami, Miller School of Medicine, shared about their efforts to provide injectable PrEP (CAB-LA) to their patients and clients, as well as successes and challenges in access, retention, and equity. Rupa R. Patel, MD MPH FIDSA, Clinical Biomedical Prevention Activity Lead, HIV Research Branch, Division of HIV Prevention, NCHHSTP, Centers for Disease Control and Prevention, reached out to acknowledge the SHC team for the success of our HIV injectable PrEP program.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. One (CHN) is continuing orientation in FQHC-SHC. An offer was accepted for one vacant Patient Services Representative (PSR) position. Recruitment has begun to fill one vacant Medical Assistant (MA) position.

Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of February 2024.

Client required medical follow-up for Communicable Diseases	-
Referrals for TB issues	12
Referrals for Chronic Hep B	3
Referrals for STD	5
Pediatric Refugee Exams	20
Clients encounter by program (adults)	80
Refugee Health screening for February 2024	80
Total for FY23-24	443

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers (EW) submitted a total of 33 applications for the month.

Applications	Status
45	Approved
11	Denied
20	Pending

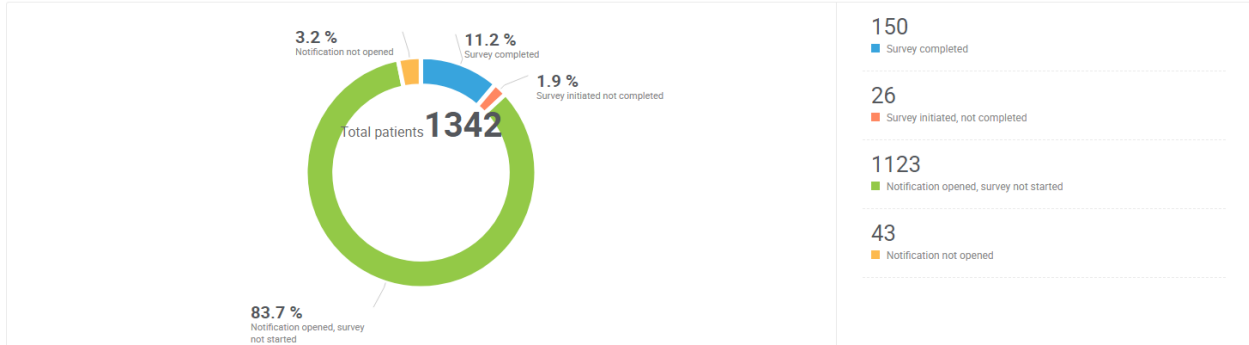
Only one EW working directly with DWSS for Eligibility application support overflow. Training for Community Health Workers (CHWs) to begin tentatively in April to support Eligibility work.

Patient Satisfaction: See attached survey results.

SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait 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 February 2024

Overview



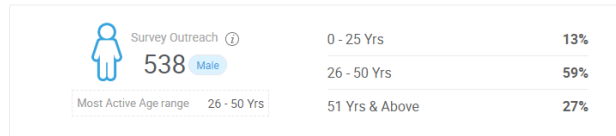
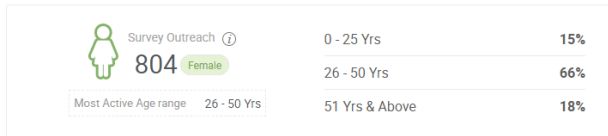
150
■ Survey completed

26
■ Survey initiated, not completed

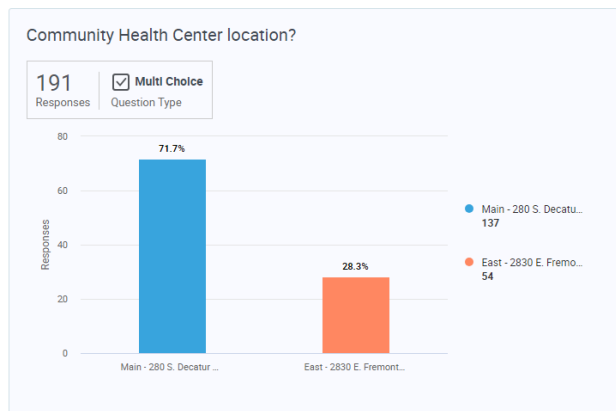
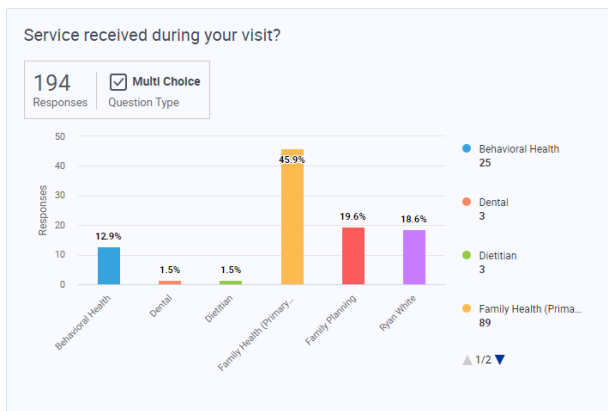
1123
■ Notification opened, survey not started

43
■ Notification not opened

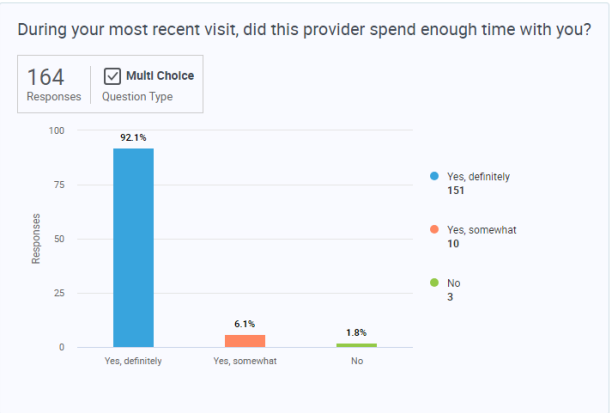
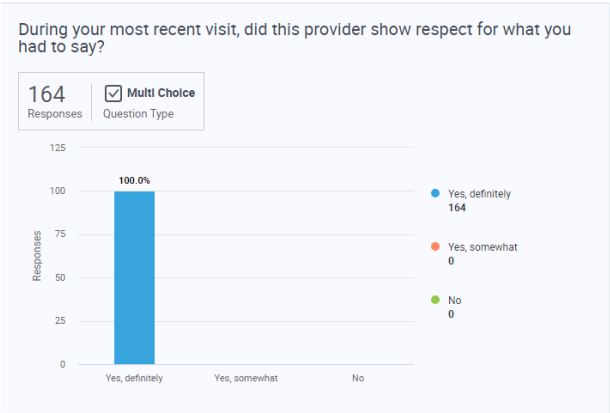
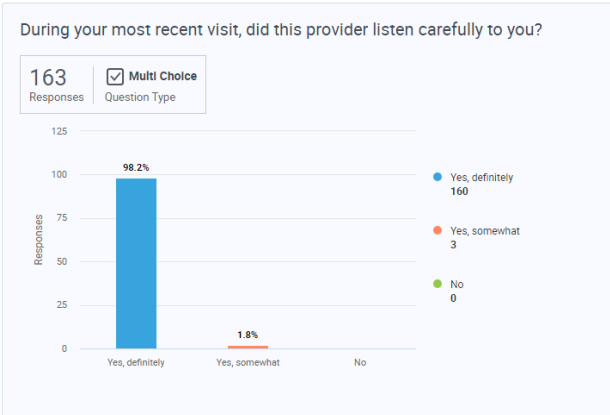
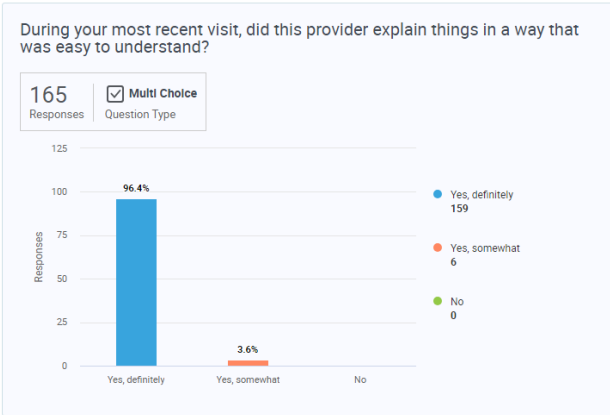
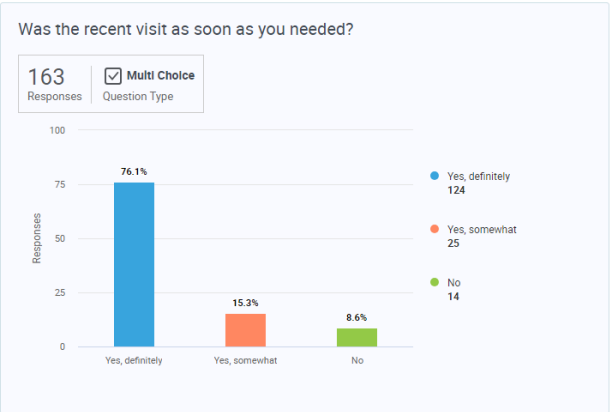
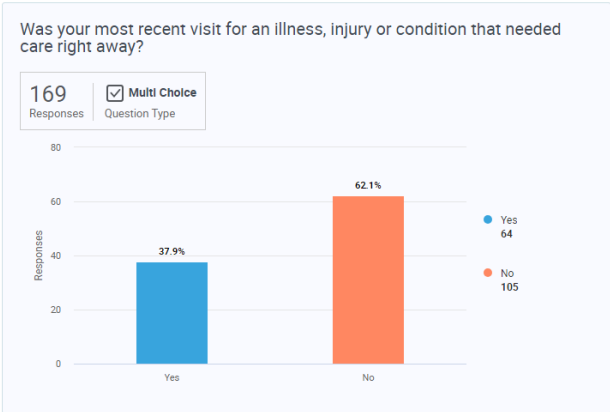
Gender



Service and Location



Provider, Staff and Facility

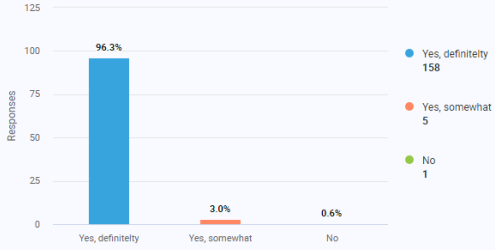


Thinking about your most recent visit, were the staff as helpful as you thought they should be?

164

Responses

Multi Choice
Question Type

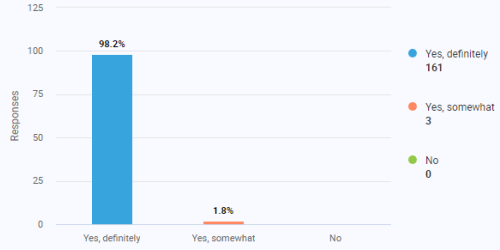


Thinking about your most recent visit, did the staff treat you with courtesy and respect?

164

Responses

Multi Choice
Question Type

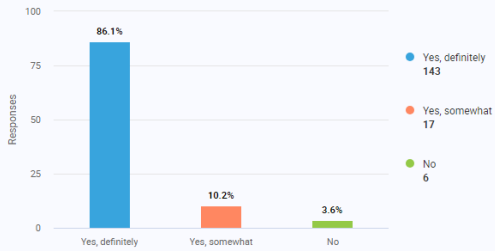


Thinking about your recent visit, was it easy to schedule an appointment?

166

Responses

Multi Choice
Question Type



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

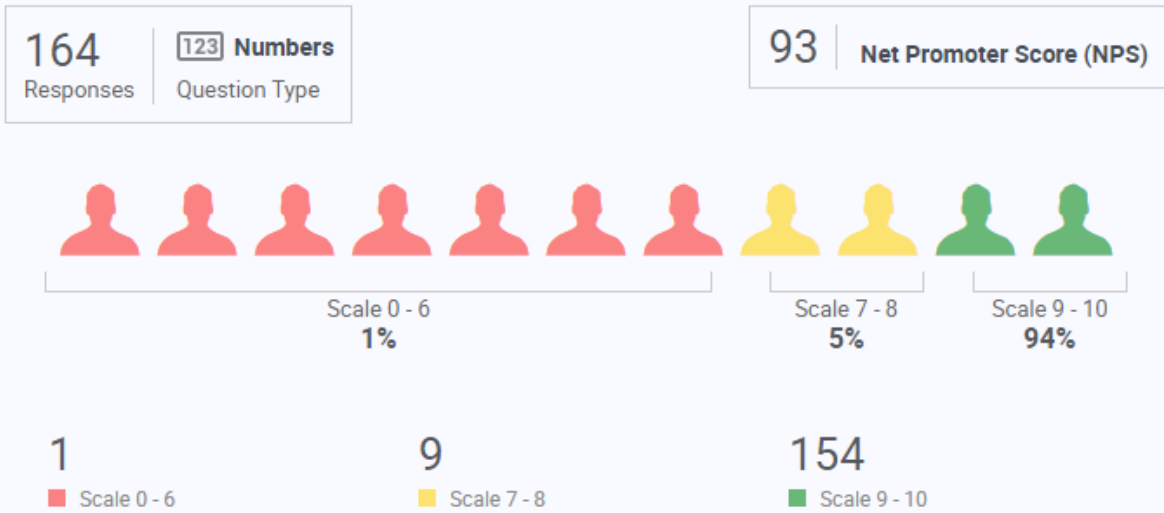
165

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?



General Information

