

## MINUTES

### SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

August 20, 2024 – 2:30 p.m.

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

- MEMBERS PRESENT:** Jose L. Melendrez, Chair (*via Microsoft Teams*)  
Donna Feliz-Barrows, Vice-Chair (*in-person*)  
Jasmine Coca, Second Vice-Chair (*in-person*)  
Scott Black (*in-person*)  
Ashley Brown (*in-person*)  
Marie Dukes (*in-person*)  
Sara Hunt (*in-person*)
- ABSENT:** Luz Castro  
Brian Knudsen  
Erin Breen  
Blanca Macias-Villa
- ALSO PRESENT:** Allison Genco, Olivia GrafMank
- LEGAL COUNSEL:** Edward Wyner, Associate General Counsel
- CHIEF EXECUTIVE OFFICER:** Randy Smith
- STAFF:** Andria Cordovez Mulet, Emily Anelli, Tawana Bellamy, Jacques Graham, Fermin Leguen, Cassondra Major, David Kahananui, Merylyn Yegon, Kim Saner, Tabitha Johnson, Bernadette Meily, Justin Tully, Cassius Lockett, Ryan Kelsch, Todd Bleak, Donnie Whitaker

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

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:34 p.m. Tawana Bellamy, Senior Administrative Specialist, administered the roll call and confirmed a quorum.

#### II. **PLEDGE OF ALLEGIANCE**

#### III. **OATH OF OFFICE**

Ms. Bellamy administered the Oath of Office to Members Brown and Dukes.

Members Brown and Dukes provided a brief introduction of themselves, and both look forward to serving and participating on the board.

- 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.

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.

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

Chair Melendrez called for questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Black and carried unanimously to approve the August 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:** July 16, 2024 *(for possible action)*

Chair Melendrez called for questions and there were none.

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

- VII. REPORT / DISCUSSION / ACTION**

Recommendations from the August 19, 2024 Finance and Audit Committee Meeting

- 1. Receive, Discuss and Accept the June 2024 Year to Date and FY24 Year End Financial Reports;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Ms. Whitaker, Chief Financial Officer presented the June 2024 Year to date and FY24 Year End Financial Reports, unaudited, as of June 30, 2024.

**Summary of Revenue - (June 30, 2024, unaudited)**

- General Fund revenue (Charges for Services & Other) is \$26.7M compared to a budget of \$29.7M, a negative variance of \$3M.
- Special Revenue Fund (Grants) is \$6.6M compared to a budget of \$7.5M, a negative variance of \$900K.
- Total Revenue is \$33.3M compared to a budget of \$37.2M, a negative variance of \$3.9M.

**Summary of Expenses and Net Position - (June 30, 2024, unaudited)**

- Salary, Tax, and Benefit was \$11.8M compared to a budget of \$11.9M, a positive variance of \$100 K.
- Other Operating Expense was \$20.2M compared to a budget of \$24.4M, a positive variance of \$4.2M.
- Indirect Cost/Cost Allocation was \$4.7M compared to a budget of \$5.7M, a positive variance of \$1M.
- Total Expense was \$36.7M compared to a budget of \$42M, a positive variance of \$5.3M.

**Net Position**

- (\$3.3M) compared to a budget of (\$4.8 M), a positive variance of \$1.4M.

Ms. Whitaker further reviewed the following:

- Patient Encounters by Department
  - FY2023: 29,602
  - FY2024: 30,428

Ms. Whitaker noted that there was a transposition of numbers in the FY2023 Patient Encounters Total. Ms. Whitaker advised it was corrected from 29,602 to 29,062.

- Patient Encounters by Clinic
  - Decatur
    - FY2023: 24,915
    - FY2024: 24,039
  - Fremont
    - FY2023: 4,147
    - FY2024: 6,389

Ms. Whitaker advised there was additional information presented to the finance committee that showed the month-to-month activities. Ms. Whitaker advised that information was included in the board's materials.

Further to an inquiry from Mr. Smith regarding the evaluation of the Chief Executive Officer and the final budget to compare FY24 with FY22 and FY23. Ms. Whitaker advised that the entries for this detail should be available next month, but unaudited.

Chair Melendrez called for questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Black, and carried unanimously to accept the June 2024 Year to Date and FY24 Year End Financial Reports, as presented.*

SNCHC Governing Board

2. **Receive, Discuss and Approve the Submittal of the Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085);** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Randy Smith, Chief Executive Officer, FQHC presented a Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085) for board approval for submittal. Mr. Smith shared the following highlights of the grant opportunity.

- HRSA identified priority area in zip code 89103.
- A new clinic site must be open within 120 days of the June 1, 2025 award date.
  - A potential site has been identified.
- Estimated Award Amount: Up to \$650,000/year.
- Period of Performance: June 1, 2025 through May 31, 2026 (1 year).

Member Coca commented that NAP sounds like a great opportunity. Further to an inquiry from Member Coca on the cost to open a new clinic and where would the funding come from, Mr. Smith shared that funding would come from grants and the revenue we expect to generate through the new clinic. Mr. Smith further explained that we would start small and grow into the location with new patients.

*A motion was made by Member Coca, seconded by Member Feliz-Barrows, and carried unanimously to approve the Submittal of the Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085), as presented.*

**3. Receive, Discuss and Approve the Submittal of a request for Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site; direct staff accordingly or take other action as deemed necessary (for possible action)**

Mr. Smith presented an overview of a Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site, effective September 30, 2024. Mr. Smith advised of the rationale for the removal. Mr. Smith shared that he met with the ASEC's leadership on August 6, 2024 to thank them for the partnership and to explain why the changes were being made.

Member Coca commented that there is a contract with ASEC and that money could be used for the future clinic. Mr. Smith advised that is correct. Member Coca further commented that it sounds like a good idea. Mr. Smith advised that we continue to have a good relationship with the church.

Member Black commented that during the early days of COVID-19, when Father Rafael was a board member, he came forward and volunteered his church as a viable source to offer services. Member Black further commented that it was very unconventional, but he was glad that the health center took the unique and innovative approach to engage their willingness to partner because it grew to a viable resource through COVID-19 and beyond. Member Scott thanked ASEC and their leadership for opening their doors and being innovative to make that tangible difference in the community when it was needed.

Further to an inquiry from Member Black, Mr. Smith shared that there is no difference between an access point and a delivery site, they are synonymous and are used interchangeably.

*A motion was made by Member Black, seconded by Member Feliz-Barrows, and carried unanimously to approve the Submittal of a request for Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site, as presented.*

- 4. Receive, Discuss and Approve the Submittal of a request for Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A;** direct staff accordingly or take other action as deemed necessary (*for possible action*)

Mr. Smith presented the Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A.

Chair Melendrez called for questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Black, and carried unanimously to approve the Submittal of a request for Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A, 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 asked that everyone save the date to attend the Nevada Minority Health and Equity Coalition Impact Summit on November 15, 2024 at the Cox Pavilion at UNLV.

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

- CEO Comments

Mr. Smith advised the board on the following.

- The July 2024 Access Report only reflects the licensed independent practitioner visits, which is different than what Ms. Whitaker reflects in the financial report. In July, there was a 32% increase in provider visits compared to July 2023.
- Unduplicated Patients – 7,285, 73% to goal of 9,980.
- Visit Count – 13,934, 59.1% to goal of 23,577.
- 2024 Medicaid Visits – 2,660, 93.96% to goal of 2,831.

Further to an inquiry from Member Black regarding people who cannot qualify for Medicaid, Mr. Smith commented that Member Black was correct that they are uninsurable. Mr. Smith advised that there are processes for all patients that have no insurance, work with an eligibility worker or other community partner to see if they qualify for benefits.

Mr. Smith further reviewed the following.

- Medicaid Patients Empaneled – shows current number of patients assigned to the health center from the health plans.
- Administrative Updates
  - National Health Center Week (August 6-9, 2024) celebrated with staff and patients.
    - Employee Engagement Committee planned and coordinated activities for employees on August 6, 2024.
  - Federal Tort Claims Act (FTCA) redeeming application was approved for coverage in CY25.

- The buildout of the new Behavioral Health Clinic at Decatur is underway. The projected completion date is mid-September.
  - Looking to host an Open House potentially in November.
- The Dental Clinic architectural drawing was sent to the City for approval.

Further to an inquiry from Member Coca, Mr. Smith shared that some grant funding from SB118 will be used to help support the creation of the new dental clinic, then going forward charges for services through operations will be used to sustain the program.

Mr. Smith continued to review the following administrative updates:

- The Medical Director recruitment is active. Two candidates interviewed on August 15<sup>th</sup>.
- A new APRN begins on August 20<sup>th</sup>.
- Employee annual evaluations will be conducted September 1<sup>st</sup> – October 31<sup>st</sup>.

Mr. Smith further provided an update to Member Feliz-Barrows regarding the Fremont pharmacy being used for community members. Mr. Smith shared that for a community member to fill their prescriptions with our health center, they must be an established patient of Southern Nevada Community Health Center (SNCHC) or Southern Nevada Health District (SNHD).

Member Feliz-Barrows commented that the community is asking for referrals for dental, medical and pharmacy services on Facebook sites. Mr. Smith shared that is one of the reasons why oral health services were identified as an unmet need in our community.

Chair Melendrez commented that last year there was a discussion about the need to market our services in the community, and would we have the staff to service the increase. Mr. Smith advised that from a marketing perspective, we want people to know about the type of resources we have available to them, the other part of marketing is specific to the health plans, so that as we grow in a sustainable way, addressing the payer mix imbalance. Mr. Smith further advised that for capacity, it is multi-factorial, with the existing group of providers and care team we are looking to become more efficient with our time. Mr. Smith believes that we should continue to market and adjust staff accordingly.

Mr. Smith provided a brief overview of the Chief Executive Officer (CEO) annual review process.

Further to an inquiry from Member Feliz-Barrows, Mr. Smith shared that we could provide feedback from his direct report. To get feedback from staff we would need to define the process. There was further discussion regarding the process to gather performance feedback for the CEO. Member Black commented that the current evaluation process and tool seems ready to go and perhaps start with the direct reports and board members this year and think about expanding it next year to staff. Chair Melendrez commented that was a good recommendation. The other board members agreed.

Mr. Smith shared that Ms. Bellamy will provide the board with the direct report's summary, survey tool and the CEO accomplishments after the September meeting for their review.

Mr. Smith advised the board of the results of the survey for the board retreat. Mr. Smith met with and shared the results with Chair Melendrez, and the intent is to have everyone participate. There was discussion regarding alternate days and times to meet. Member Black offered to host the

retreat at North Las Vegas City Hall in the evening with dinner on one of the two days identified by staff. Ms. Bellamy will resend the survey to the board members to establish availability.

**IX. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) July 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 period.

**XI. ADJOURNMENT**

The Chair adjourned the meeting at 3:50 p.m.

Randy Smith  
Chief Executive Officer - FQHC

/tab

## AGENDA

### SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

August 20, 2024 – 2:30 p.m.

Meeting will be conducted In-person and via Microsoft Teams  
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107  
Red Rock Trail Room A

## NOTICE

### Microsoft Teams Event Link:

<https://events.teams.microsoft.com/event/dc815c84-33f0-4d12-9036-24f1d72ffee5@1f318e99-9fb1-41b3-8c10-d0cab0e9f859>

To call into the meeting, dial (702) 907-7151 and enter Access Code: **187 385 820#**

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#### 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.

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#### I. CALL TO ORDER & ROLL CALL

#### II. PLEDGE OF ALLEGIANCE

#### III. OATH OF OFFICE

#### 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 and spell your 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 Teams:** Use the Teams link above. You will be able to provide real-time chatroom messaging, which can be read into the record or by raising your hand. Unmute your microphone prior to speaking.
- **By telephone:** Call (702) 907-7151 and when prompted to provide the Access Code, enter 187 385 820#. To provide public comment over the telephone, please press \*5 during the comment period and wait to be called on.



- **By email:** [public-comment@snhd.org](mailto:public-comment@snhd.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.

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

**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:** July 16, 2024 *(for possible action)*

**VII. REPORT / DISCUSSION / ACTION**

Recommendations from the August 19, 2024 Finance and Audit Committee Meeting

- 1. Receive, Discuss and Accept the June 2024 Year to Date and FY24 Year End Financial Reports;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

SNCHC Governing Board

- 2. Receive, Discuss and Approve the Submittal of the Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085);** direct staff accordingly or take other action as deemed necessary *(for possible action)*
- 3. Receive, Discuss and Approve the Submittal of a request for Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
- 4. Receive, Discuss and Approve the Submittal of a request for Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

**VIII. 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)***

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

- CEO Comments

**X. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) July 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. **See above for instructions for submitting public comment.**

**XII. 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.

## MINUTES

### SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

July 16, 2024 – 2:30 p.m.

Meeting was conducted In-person and via WebEx

Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107  
Red Rock Trail Room A

**MEMBERS PRESENT:**

Jose L. Melendrez, Chair (*via Webex*)  
Donna Feliz-Barrows, Vice-Chair (*in person*)  
Jasmine Coca, Second Vice-Chair (*in person*)  
Scott Black (*via Webex*)  
Erin Breen (*via Webex*)  
Brian Knudsen (*via Webex*)  
Blanca Macias-Villa (*via Webex*)

**ABSENT:**

Luz Castro  
Sara Hunt

**ALSO PRESENT:**

**LEGAL COUNSEL:**

Edward Wyner, Associate General Counsel

**CHIEF EXECUTIVE OFFICER:** Randy Smith

**STAFF:**

Cassius Lockett; Cassondra Major; Donna Buss; Emily Anelli; Fermin Leguen;  
Jacques Graham; Justin Tully, Kim Saner, Kyle Parkson, Merylyn Yegon,  
Ronique Tatum-Penegar, Ryan Kelsch, Tawana Bellamy, Todd Bleak, Yin Jie Qin

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

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:33 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 JULY 16, 2024 MEETING AGENDA** *(for possible action)*

Chair Melendrez opened the item for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Black and carried unanimously to approve the July 16, 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:** June 18, 2024 *(for possible action)*

Chair Melendrez called for questions and there were none.

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

**VI. REPORT / DISCUSSION / ACTION**

Recommendations from the July 15, 2024 Finance and Audit Committee Meeting

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

Donnie Whitaker, Chief Financial Officer, presented the Augmentation to the Southern Nevada Community Health FY2024 Budget with the following highlights.

Staffing

- Staffing for FY24 is projected to be 120 FTEs compared to FY24 January augmented budget of 118 FTEs.

Revenue

- General Fund revenue is projected at \$29.7M, an increase of \$4.5 M from the FY24 January augmented budget.
- Special Revenue Fund (Grants) is projected at \$7.5M in FY24 a decrease of \$3.0M from FY24 January augmented budget.

Expense

- FQHC combined expenditures for FY24 budget is \$42.0M compared to \$39.5M from FY24 January augmented budget.

Patient Encounters

- FY2023 Total: 26,740
- FY2024 Total: 27,605

Chair Melendrez called for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Black, and carried unanimously to Approve the Augmentation to the Southern Nevada Community Health FY2024 Budget, as presented.*

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

Ms. Whitaker presented the May 2024 Year to Date Financial Report, as of May 31, 2024.

Chair Melendrez called for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Knudsen, and carried unanimously to Approve the May 2024 Year to Date Financial Report, as presented.*

### SNCHC Governing Board

- 3. Receive, Discuss and Approve the Board Member Candidates;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Randy Smith, Chief Executive Officer, FQHC presented two new board member candidates for consideration by the board.

Further to an inquiry from Member Feliz-Barrows, Mr. Smith shared that Ms. Bellamy attempted to pull the Nominations Committee together. Mr. Smith further shared that part of the challenge was receiving one of the application packets late and without enough time to pull the committee together. Mr. Smith shared Ms. Bellamy contacted Chair Jose and Board Member Castro, who is the chair of the Nominations Committee for guidance, and they did not have any concerns with bringing them directly to the board rather than waiting another month to pull the committee together.

Further to an inquiry from Member Coca, Mr. Smith advised that one candidate is a consumer member, and the other is a community member.

Chair Melendrez expressed that he was excited to have a CPA joining the board.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to Approve the new Board Member Candidates, as presented.*

- 4. Receive, Discuss and Approve the Re-credentialing and Renewal of Privileges for Providers Nelson Duran, Physician Assistant II and Todd Bleak, Pharmacy Services Manager;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the Re-credentialing and Renewal of Privileges for providers Nelson Duran, Physician Assistant II and Todd Bleak, Pharmacy Services Manager.

Chair Melendrez called for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to Approve the Re-credentialing and Renewal of Privileges for Providers Nelson Duran, Physician Assistant II and Todd Bleak, Pharmacy Services Manager, as presented.*

- 5. Receive, Discuss and Accept the 2<sup>nd</sup> Quarter Risk Management Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

David Kahananui, Administrative Manager, FQHC presented the 2nd Quarter Risk Management Report.

Further to an inquiry from Member Coca, Mr. Kahananui advised that data is documented in the Electronic Health Record (EHR), and that data is then structured and captured to give us reporting. Mr. Kahananui further advised that the Azura system provides dashboards to watch on a regular basis to see the data changes.

*A motion was made by Member Coca, seconded by Member Feliz-Barrows, and carried unanimously to Accept the 2nd Quarter Risk Management Report, as presented.*

- 6. Receive, Discuss and Accept the Risk Management Assessment;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Kahananui presented the CY24 1<sup>st</sup> quarter Risk Management Assessment.

Chair Melendrez called for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to Accept the Risk Management Assessment, as presented.*

- 7. Receive, Discuss and Approve the CHCA-022 Late Arrivals, No-Shows, and Same Day Cancellations Policy and Procedure;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the CHCA-022 Late Arrivals, No-Shows, and Same Day Cancellations Policy and Procedure.

Member Feliz-Barrows commented that she read the policy and thought it was very good and the policy gives staff the authority to make decisions about each person that comes through the clinic.

Chair Melendrez appreciated that Mr. Smith is addressing the work culture and how we serve the community.

Further to an inquiry from Member Coca, Mr. Smith shared that the policy is currently in effect as a standard operating procedure. Mr. Smith further shared that 90 percent of what is in the standing operation procedure is in the policy to address parts that were unclear and clarify some areas of the workflow.

*A motion was made by Member Macias-Villa, seconded by Member Feliz-Barrows, and carried unanimously to approve the CHCA-022 Late Arrivals, No-Shows, and Same Day Cancellations Policy and Procedure, as presented.*

**8. Receive, Discuss and Approve the CHCA-009 Diagnostic and Laboratory Tracking Policy and Procedure;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the CHCA-009 Diagnostic and Laboratory Tracking Policy and Procedure.

Chair Melendrez called for board discussion and questions and there were none.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to approve the CHCA-009 Diagnostic and Laboratory Tracking Policy and Procedure, 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)*

Chair Melendrez shared that the Nevada Minority Health and Equity Coalition Impact Summit is scheduled on November 15, 2024 at the Cox Pavilion at UNLV. Chair Melendrez is hoping that the health district will participate.

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

- CEO Comments

Mr. Smith advised the board on the following:

- Employee Engagement Activities
- CY24 Unduplicated Patients Counts – Actual vs. Goal
- Federal Tort Claims Act (FTCA) Redeeming Application
- HRSA Behavioral Health Expansion Grant Application
- HRSA's New Access Point Funding Opportunity
- Buildout of the new Behavioral Health Clinic at Decatur
- HRSA Operational Site Visit to occur between January and March of 2025
- Medical Director recruitment
- Board Retreat Update
- Three positions filled:
  - Quality Improvement Management Coordinator
  - Advanced Practice Registered Nurses
  - Clinical Staff Physician
- NVPCA Annual Conference – Elevating the Practice of Community – SNCHC able to sponsor two board members.

Further to an inquiry from Member Feliz-Barrows, Mr. Smith advised that there is a pharmacy at the Fremont location but it is online. Member Feliz-Barrows commented that a lot of pharmacies like CVS and Walgreens have closed in that area and thinks we can advertise that we have a pharmacy at the clinic.

**IX. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) June 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 period.

**XI. ADJOURNMENT**

The Chair adjourned the meeting at 3:45 p.m.

Randy Smith  
Chief Executive Officer - FQHC

/tab

DRAFT



# SNCHC Governing Board Meeting

## August 20, 2024



**SOUTHERN NEVADA**  
*Community*  
**HEALTH CENTER**

**AT THE SOUTHERN NEVADA HEALTH DISTRICT**

# I. CALL TO ORDER & ROLL CALL

---

Instructions for public comment are provided to virtual attendees.



## II. PLEDGE OF ALLEGIANCE

# III. OATH OF OFFICE

---



## 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 and spell your 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.**

# V. ADOPTION OF THE AUGUST 20, 2024 AGENDA

*(for possible action)*

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# MOTION

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*Motion to Adopt the August 20, 2024 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: July 16, 2024** *(for possible action)*



# MOTION

---

*Motion to Approve the Consent Agenda, as presented.*

# VII. REPORT / DISCUSSION / ACTION

---

# Recommendations from the August 19, 2024 Finance and Audit Committee Meeting

---

- 1. Receive, Discuss and Accept the June 2024 Year to Date and FY24 Year End Financial Reports.**



# Financial Report

Results as of June 30, 2024

*(Unaudited)*

# SUMMARY of REVENUE

## (June 30, 2024 unaudited)



### Revenue:

General Fund revenue (Charges for Services & Other) is \$26.7 M compared to a budget of \$29.7 M, a negative variance of \$3 M.

Special Revenue Fund (Grants) is \$6.6 M compared to a budget of \$7.5 M, a negative variance of \$900 K.

Total Revenue is \$33.3 M compared to a budget of \$37.2 M, a negative variance of \$3.9 M.

# Summary of EXPENSES and NET POSITION (June 30, 2024 unaudited)

---



## **Expense:**

Salary, Tax, and Benefit is \$11.8 M compared to a budget of \$11.9 M, a positive variance of \$100 K.

Other Operating Expense is \$20.2 M compared to a budget of \$24.4 M, a positive variance of \$4.2 M.

Indirect Cost/Cost Allocation is \$4.7 M compared to a budget of \$5.7 M, a positive variance of \$1 M.

Total Expense is \$36.7 M compared to a budget of \$42 M, a positive variance of \$5.3 M.

**Net Position:** is (\$3.3 M) compared to a budget of (\$4.8 M), a positive variance of \$1.4 M.

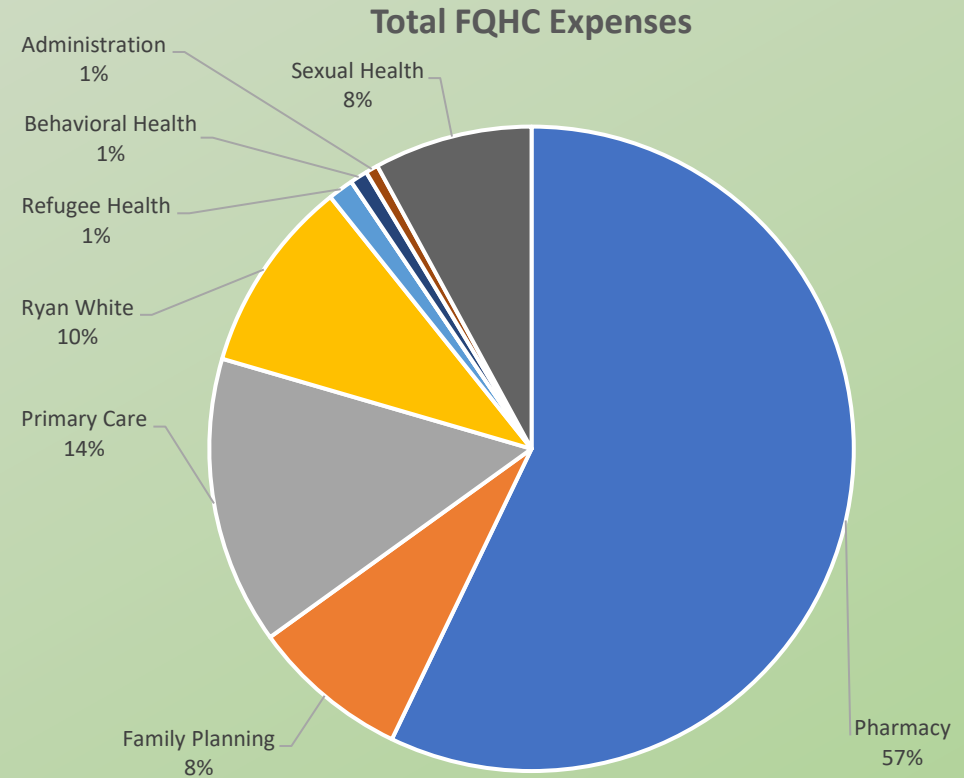
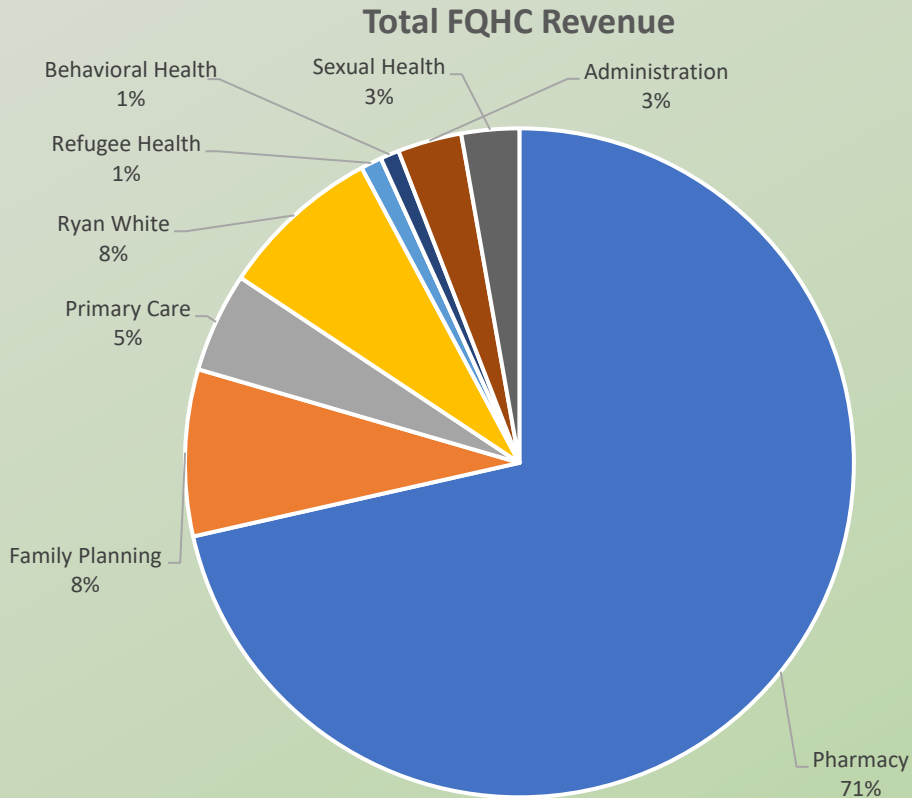
# All Funds/Divisions

Activity	Budget as of June	Actual as of June	Variance	%
Charges for Services	28,714,708	25,696,192	(3,018,516)	-11%
Other	1,031,063	1,030,102	(961)	0%
Federal Grant Revenue	4,034,200	3,378,462	(655,739)	-16%
Other Grant Revenue	37,598	20,287	(17,311)	-46%
Pass-Thru Grant Revenue	2,906,941	2,670,830	(236,111)	-8%
State Grant Revenue	496,330	526,275	29,945	6%
<b>Total FQHC Revenue</b>	<b>37,220,841</b>	<b>33,322,148</b>	<b>(3,898,694)</b>	<b>-10%</b>
Salaries	8,235,862	8,159,113	(76,749)	-1%
Taxes & Fringe Benefits	3,686,884	3,640,434	(46,450)	-1%
<b>Total Personnel Costs</b>	<b>11,922,745</b>	<b>11,799,547</b>	<b>(123,198)</b>	<b>-1%</b>
Supplies	22,963,332	18,635,415	(4,327,917)	-19%
Capital Outlay	69,298	61,886	(7,412)	-11%
Contractual	1,302,885	1,431,655	128,771	10%
Travel & Training	71,752	63,157	(8,595)	-12%
<b>Total Other Operating</b>	<b>24,407,267</b>	<b>20,192,114</b>	<b>(4,215,153)</b>	<b>-17%</b>
Indirect Costs/Cost Allocations	5,666,078	4,670,940	(995,138)	-18%
Transfers IN	(670,165)	(723,482)	(53,317)	8%
Transfers OUT	670,165	723,482	53,317	8%
<b>Total Transfers</b>	<b>5,666,078</b>	<b>4,670,940</b>	<b>(995,138)</b>	<b>-18%</b>
<b>Total FQHC Expenses</b>	<b>41,996,091</b>	<b>36,662,601</b>	<b>(5,333,490)</b>	<b>-13%</b>
<b>Net Position</b>	<b>(4,775,249)</b>	<b>(3,340,453)</b>	<b>1,434,796</b>	<b>-30%</b>

NOTES:

- 1) PHARMACY ENDING INVENTORY BALANCE AS OF JUNE 30, 2024, IMPACTED THE SUPPLIES EXPENSE AND CHARGES FOR SERVICES REVENUES CAUSING LOWER THAN EXPECTED REVENUES AND EXPENSES.

# Revenues and Expenses by Department





# Revenue by Department

Department	Budget as of June	Actual as of June	Variance	%
<b>Charges for Services, Other, Wrap</b>				
Family Planning	283,058	285,707	2,649	1%
Pharmacy	26,580,496	23,813,702	(2,766,794)	-10%
Oral Health (Dental)	-	-	-	0%
Primary Care	532,426	201,634	(330,792)	-62%
Ryan White	208,953	200,589	(8,363)	-4%
Refugee Health	201,309	148,675	(52,635)	-26%
Behavioral Health	171,595	159,079	(12,517)	-7%
Administration	1,025,823	1,032,394	6,570	1%
Sexual Health	742,110	884,514	142,404	19%
<b>OPERATING REVENUE</b>	<b>29,745,771</b>	<b>26,726,294</b>	<b>(3,019,478)</b>	<b>-10%</b>
<b>Grants</b>				
Family Planning	2,511,867	2,395,438	(116,429)	-5%
Pharmacy	-	-	-	0%
Oral Health (Dental)	-	-	-	0%
Primary Care	1,880,342	1,403,728	(476,613)	-25%
Ryan White	2,553,373	2,417,327	(136,046)	-5%
Refugee Health	317,327	191,125	(126,202)	-40%
Behavioral Health	172,839	143,804	(29,036)	-17%
Sexual Health	39,322	44,432	5,110	13%
<b>SPECIAL REVENUE</b>	<b>7,475,070</b>	<b>6,595,854</b>	<b>(879,216)</b>	<b>-12%</b>
<b>TOTAL REVENUE</b>	<b>37,220,841</b>	<b>33,322,148</b>	<b>(3,898,694)</b>	<b>-10%</b>

NOTES:

- 1) ADDITIONAL 459K IN REVENUE RECEIVED FROM PRIOR YEAR'S ACTIVITY DUE TO VENDOR TRUE-UP FROM EFFECTIVE RATE CONTRACT.
- 2) SERVICES NOT YET OPERATIONAL IN JUNE 2024 (ANTICIPATING GO-LIVE IN Q4 FY25).
- 3) NO BUDGETED GRANT ACTIVITY FOR FY 2024.
- 4) CAPACITY RESERVED BUT ENCOUNTERS LIMITED BY COMMUNITY PARTNERSHIP ELIGIBLE REFERRALS.

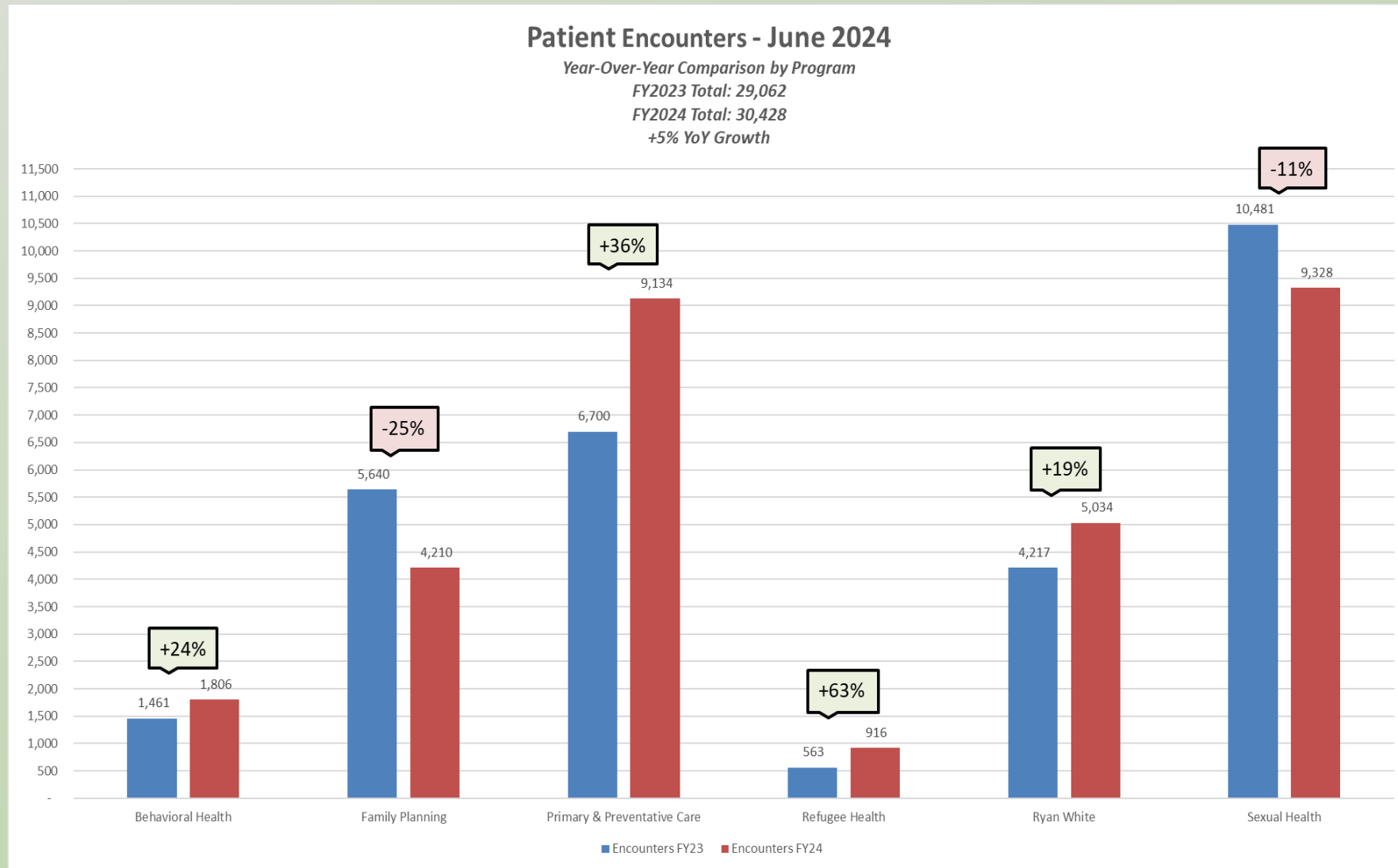
# Expenses by Department

Department	Budget as of June	Actual as of June	Variance	%
<b>Employment (Salaries, Taxes, Fringe)</b>				
Family Planning	1,796,512	1,793,044	(3,467)	0%
Pharmacy	378,105	391,956	13,851	4%
Oral Health (Dental)	-	-	-	0%
Primary Care	4,147,408	4,066,182	(81,227)	-2%
Ryan White	2,750,701	2,707,219	(43,482)	-2%
Refugee Health	268,356	263,545	(4,811)	-2%
Behavioral Health	203,612	240,272	36,661	18%
Administration	102,758	103,698	940	1%
Sexual Health	2,275,294	2,233,631	(41,664)	-2%
<b>Total Personnel Costs</b>	<b>11,922,745</b>	<b>11,799,547</b>	<b>(123,198)</b>	<b>-1%</b>
<b>Other (Supplies, Contractual, Capital, etc.)</b>				
Family Planning	887,467	743,519	(143,948)	-16%
Pharmacy	22,002,928	17,886,590	(4,116,339)	-19%
Oral Health (Dental)	-	-	-	0%
Primary Care	507,446	555,183	47,737	9%
Ryan White	399,549	415,900	16,351	4%
Refugee Health	170,177	144,858	(25,320)	-15%
Behavioral Health	29,550	39,962	10,412	35%
Administration	133,450	98,711	(34,739)	-26%
Sexual Health	276,700	307,392	30,692	11%
<b>Total Other Expenses</b>	<b>24,407,267</b>	<b>20,192,114</b>	<b>(4,215,153)</b>	<b>-17%</b>
<b>Total Operating Expenses</b>	<b>36,330,013</b>	<b>31,991,661</b>	<b>(4,338,352)</b>	<b>-12%</b>
Indirect Costs/Cost Allocations	5,666,078	4,670,940	(995,138)	-18%
Transfers IN	(670,165)	(723,482)	(53,317)	8%
Transfers OUT	670,165	723,482	53,317	8%
<b>Total Transfers &amp; Allocations</b>	<b>5,666,078</b>	<b>4,670,940</b>	<b>(995,138)</b>	<b>-18%</b>
<b>TOTAL EXPENSES</b>	<b>41,996,091</b>	<b>36,662,601</b>	<b>(5,333,490)</b>	<b>-13%</b>

NOTES:

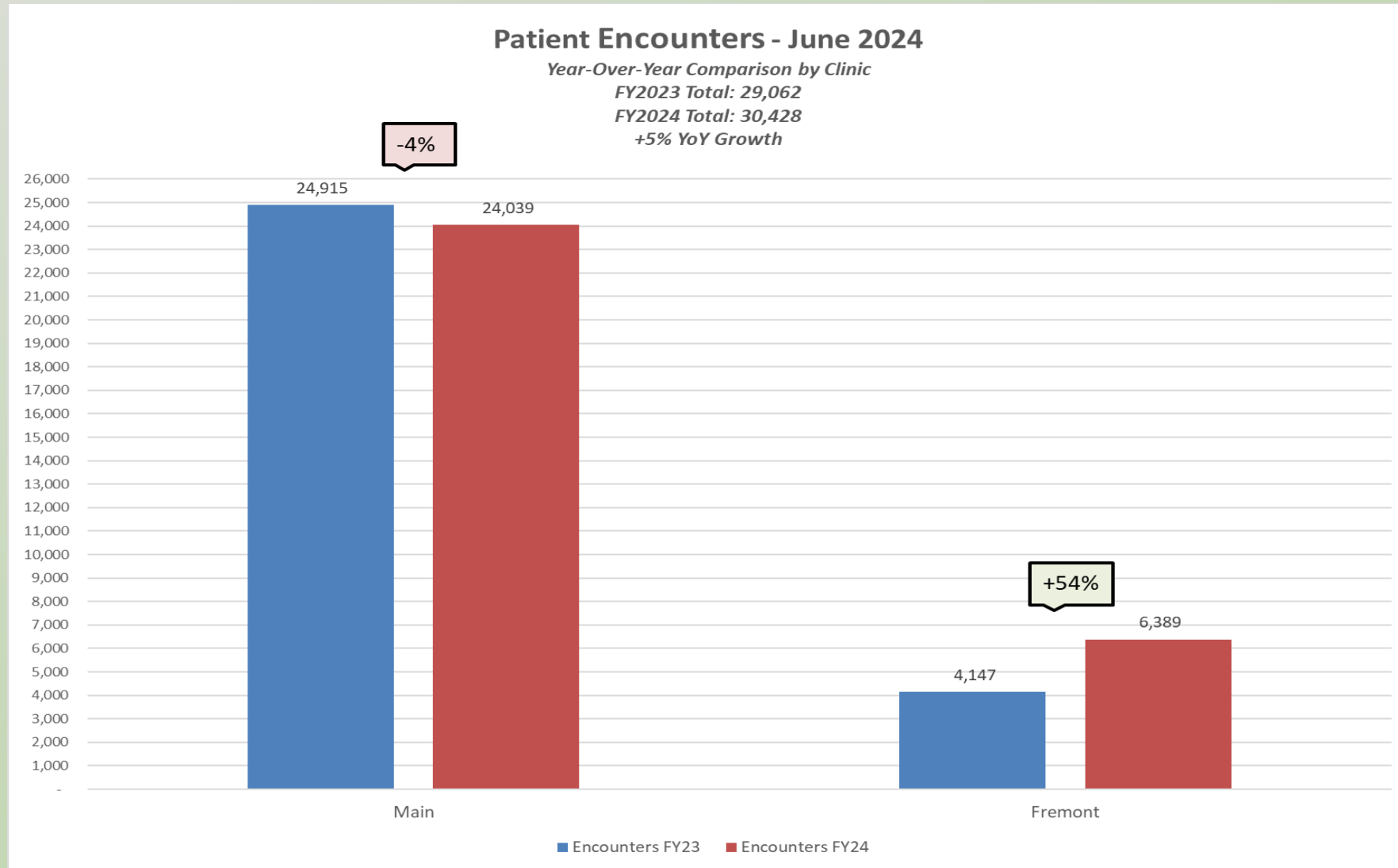
- 1) SERVICES NOT YET OPERATIONAL IN JUNE 2024.
- 2) ANTICIPATED YEAR-END INVENTORY ADJUSTMENTS WERE UNDER BUDGETED EXPECTATIONS.

# Patients Encounters by Department



NOTE: PATIENT ENCOUNTERS INCLUDE VISITS PROVIDED BY LICENSED INDEPENDENT PRACTITIONERS (LIPS) AND NURSES. FY24 SEXUAL HEALTH CLINIC ENCOUNTERS DO NOT INCLUDE SELECT NURSE VISITS THAT ARE NOW PROVIDED IN THE PRIMARY AND PREVENTATIVE CARE DIVISION.

# Patients Encounters by Clinic



NOTE: FREMONT CLINIC OPENED ON AUGUST 30<sup>TH</sup>, 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?



# MOTION

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*Motion to accept the June 2024 Year to Date and FY24 Year End Financial Reports, as presented.*

## 2. Receive, Discuss and Approve the Submittal of the Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085).

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- **PHASE 1: Application Due Date in Grants.gov:** August 15, 2024
- **PHASE 2: Supplemental Information Due Date in HRSA EHBs:** September 30, 2024
- **Purpose:**
  - To support new health center service delivery sites to expand affordable, accessible, and high-quality primary health care for underserved communities and populations.
- **Program Objectives:**
  1. Begin operations at all proposed sites within 120 days of the notice of award. – **Must open a NEW site.**
  2. Demonstrate compliance with all Health Center Program requirements within 120 days of the notice of award.
- **Estimated Award Amount:** Up to \$650,000 per award, subject to the availability of appropriated funds.
  - *Approximately 77 awards nationwide.*
- **Period of Performance:** June 1, 2025 through May 31, 2026 (1 year).



# MOTION

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*Motion to approve the Submittal of the Grant Application for the New Access Points (NAP) Funding Opportunity (HRSA-25-085), as presented.*

### **3. Receive, Discuss and Approve the Submittal of a request for Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site.**

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- Request to remove the All Saints Episcopal Church (ASEC) as a HRSA approved service site effective September 30, 2024.
- Business Needs:
  - Sexual Health Clinic services moved to the Fremont Public Health Center in January 2024
  - Consolidating staff and simplifying operations
  - Increasing access to care
- Met with ASEC's leadership on August 6<sup>th</sup>:
  - Gratitude for partnership
  - Changes being made to align with business needs.
  - Innovative partnership
    - Covid-19 Services – supported community response and aided space constraints due to social distancing
    - Sexual Health Services

# MOTION

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*Motion to approve the Submittal of a request for Change in Scope to remove the All Saints Episcopal Church (ASEC) as a delivery site, as presented.*

## 4. Receive, Discuss and Approve the Submittal of a request for Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A.

- HRSA FORM 5a clean up

DEPARTMENT OF HEALTH AND HUMAN SERVICES Health Resources and Services Administration FORM 5A: SERVICES PROVIDED (ADDITIONAL SERVICES)		FOR HRSA USE ONLY	
		LAL Number	Application Tracking Number
Service Type	Service Delivery Methods		
	Direct (Health Center pays)	Formal Written Contract/ Agreement (Health Center pays)	Formal Written Referral Arrangement (Health Center DOES NOT pay)
Additional Dental Services			
Behavioral Health Services			
• Mental Health Services			
• Substance Use Disorder Services			
Optometry			
Recuperative Care Program Services			
Environmental Health Services			
Occupational Therapy			
Physical Therapy			
Speech-Language Pathology/Therapy			
Nutrition			
Complementary and Alternative Medicine			
Additional Enabling/Supportive Services			

# MOTION

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*Motion to approve the Submittal of a request for Change in Scope to add Substance Abuse Disorder as a direct service on HRSA Form 5A, as presented.*

## VIII. 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)***



# IX. CEO COMMENTS & STAFF REPORTS

Randy Smith, Chief Executive Officer - FQHC

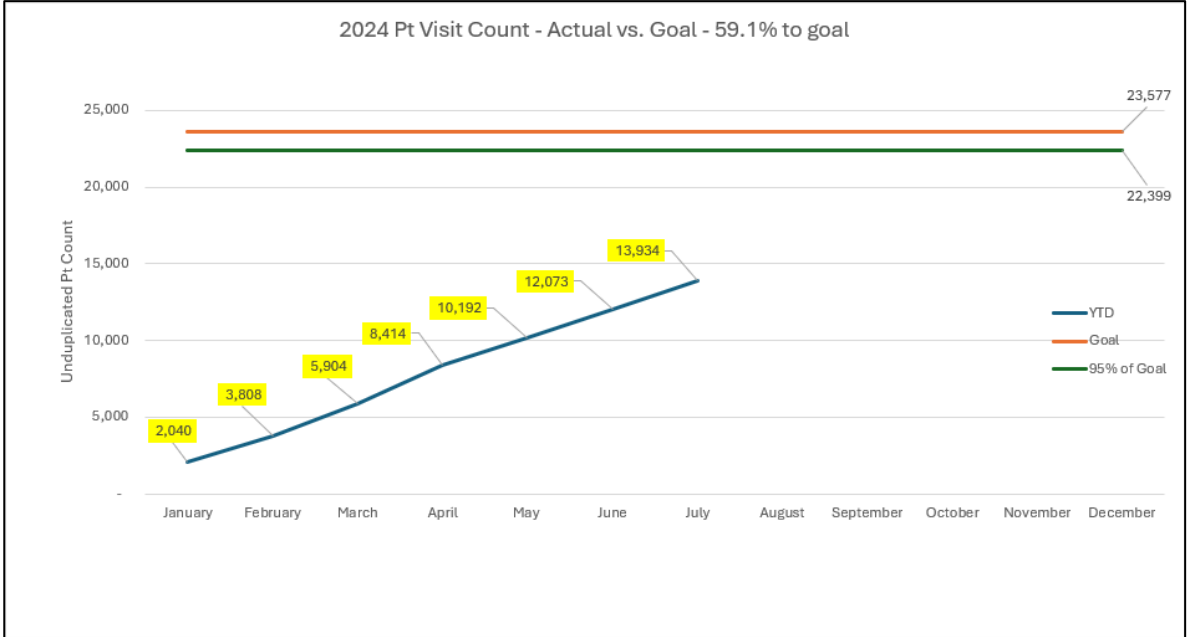
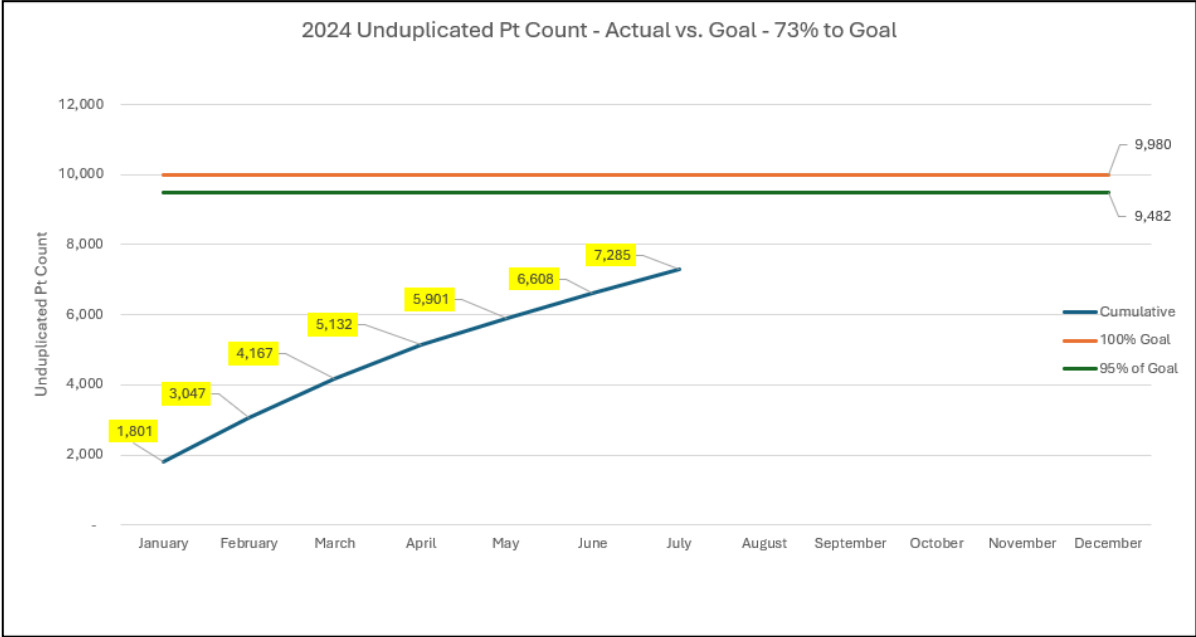
# July Access Report

Facility	Program	JULY '25	JULY '24	YoY %	YTD	YTD	YoY%
Decatur	Family Health	613	312	49%	613	312	49%
Fremont	Family Health	266	128	52%	266	128	52%
<b>Total</b>	<b>Family Health</b>	<b>879</b>	<b>440</b>	<b>50%</b>	<b>879</b>	<b>440</b>	<b>50%</b>
Decatur	Family Planning	126	140	-11%	126	140	-11%
Fremont	Family Planning	112	120	-7%	112	120	-7%
<b>Total</b>	<b>Family Planning</b>	<b>238</b>	<b>260</b>	<b>-9%</b>	<b>238</b>	<b>260</b>	<b>-9%</b>
Decatur	Sexual Health	579	511	12%	579	511	12%
Fremont	Sexual Health	109			109		
ASEC	Sexual Health	68	111	-63%	68	111	-63%
<b>Total</b>	<b>Sexual Health</b>	<b>756</b>	<b>622</b>	<b>18%</b>	<b>756</b>	<b>622</b>	<b>18%</b>
Decatur	Behavioral Health	124	104	16%	124	104	16%
Fremont	Behavioral Health	130			130		
<b>Total</b>	<b>Behavioral Health</b>	<b>254</b>	<b>104</b>	<b>59%</b>	<b>254</b>	<b>104</b>	<b>59%</b>
Decatur	Ryan White	286	223	22%	286	223	22%
Fremont	Ryan White	16			16		
<b>Total</b>	<b>Ryan White</b>	<b>302</b>	<b>223</b>	<b>26%</b>	<b>302</b>	<b>223</b>	<b>26%</b>
<b>FQHC Total</b>		<b>2429</b>	<b>1649</b>	<b>32%</b>	<b>2429</b>	<b>1649</b>	<b>32%</b>

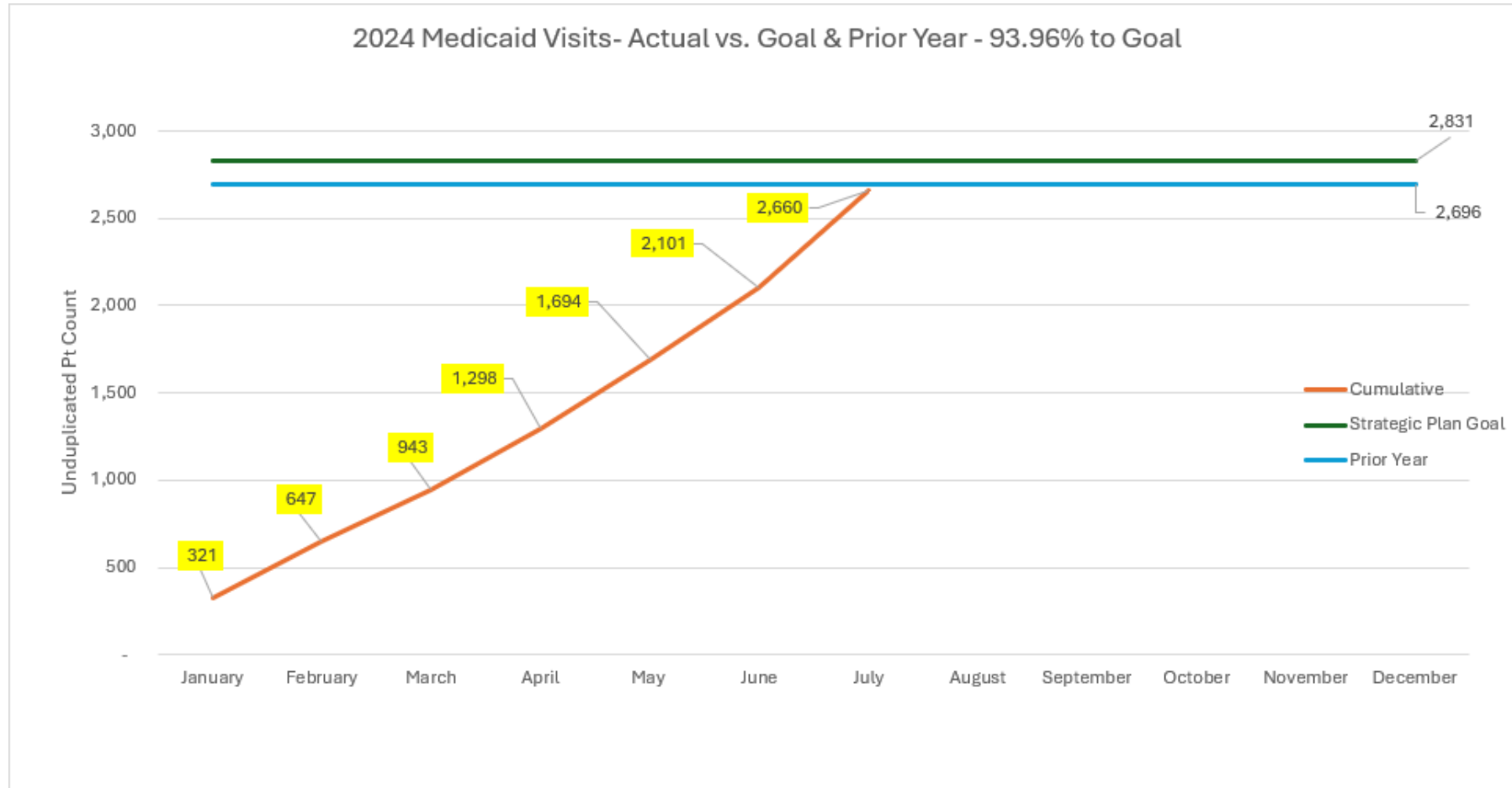


# Unduplicated Patients & Visit Count

July 2024 - Unduplicated Patients: 1,976

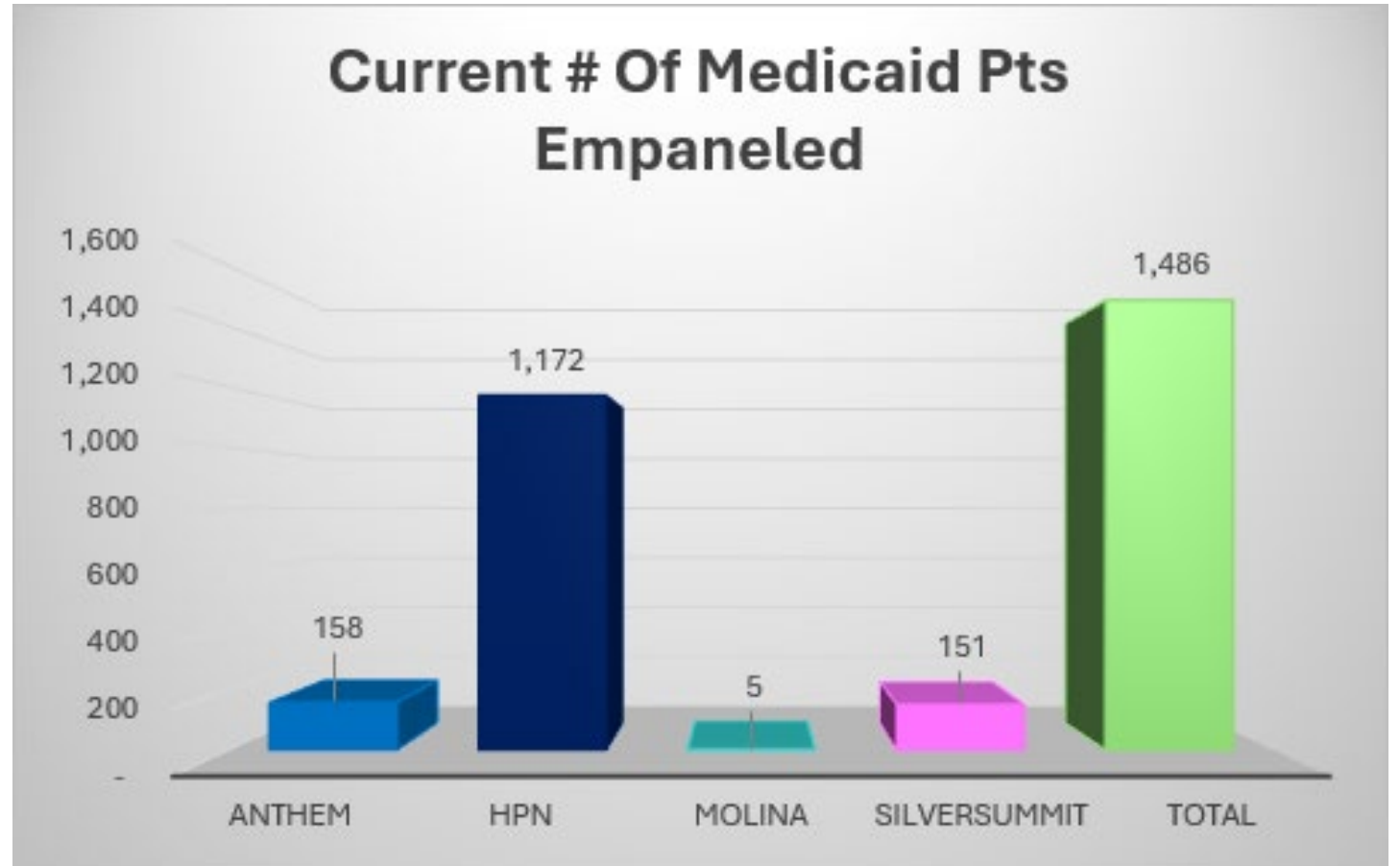


# 2024 Medicaid Visits



Note: The number of Medicaid visits reported last month erroneously included lab and nurse visits for Medicaid patients. The Medicaid visits in the chart, meets HRSA's definition of a visit.

# Medicaid Patients Empaneled



# Administrative Updates

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- National Health Center Week was celebrated for employees and patients during the week of August 6th. **The health center's newly formed Employee Engagement Committee planned for and coordinated activities for the week.**
- The health center's Federal Tort Claims Act (FTCA) redeeming application was approved for coverage in CY25.
- The buildout of the new Behavioral Health Clinic at Decatur is underway. The projected completion date is mid-September.
  - Looking to host an Open House potentially in November.
- Dental Clinic architectural drawing was sent to the City for approval.
- The Medical Director recruitment is active. Two candidates interviewed on August 15<sup>th</sup>.
- A new APRN begins on August 20<sup>th</sup>.
- Employee annual evaluations September 1<sup>st</sup> – October 31<sup>st</sup>.

# Administrative Updates

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- Fremont Pharmacy Update – *(update from comments Member Feliz-Barrows made about using the Fremont clinic because pharmacies in the Fremont area are closing)*
  - For a community member to fill their prescriptions with SNCHC, they must be an established patient of SNCHC or SNHD.
  - SNCHC/SNHD is a Covered Entity

# Chief Executive Officer Annual Review

- HRSA required activity.
- The health center Governing Board is responsible for assessing the achievement of project objectives.
- The Governing Board is responsible for evaluating the performance of the Chief Executive Officer (CEO) of the Southern Nevada Community Health Center.
  - The Executive Director Annual Review Committee will evaluate performance and provide feedback and support to the Governing Board and the CEO as a part of the CEO's Annual Evaluation process.

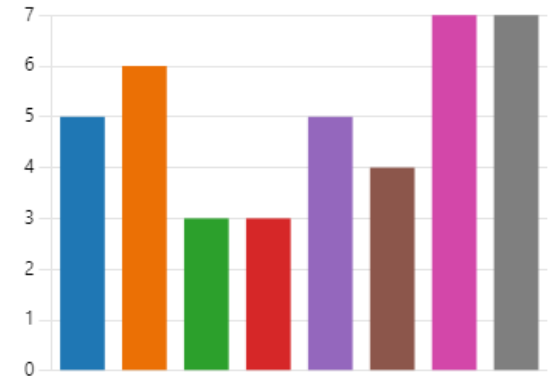
# Evaluation Process and Timeline

- The evaluation tool and health center FY24 accomplishments will be reviewed at the September Governing Board meeting.
- The evaluation tool and the health center's FY24 accomplishments will be emailed to board by Tawana in September following the Governing Board meeting.
- Survey responses will be tracked and organized by Tawana and David.
- Survey results will be provided to the Executive Director Annual Review Committee.
- The Committee will meet to review the evaluation results, FY24 accomplishments, proposed FY25 goals, and will provide a recommendation to the full board.
- The evaluation and FY25 goals will be reviewed by the Governing Board at the October meeting with a request to approve its acceptance.

# Governing Board Retreat

- Availability of the Majority - 9 a.m.-2 p.m.
  - Tuesday, October 29, 2024
  - Wednesday, October 30, 2024
  - A different group of board members available on each date.

Wednesday, Sept. 18, 2024	5
Tuesday, Oct. 1, 2024	6
Thursday, Oct. 3	3
Tuesday, Oct. 8, 2024	3
Wednesday, Oct. 16, 2024	5
Tuesday, Oct. 22, 2024	4
Tuesday, Oct. 29, 2024	7
Wednesday, Oct. 30, 2024	7



- Discussion:
  - Does the board want to move forward with the retreat knowing all members are not available to participate?
  - Look for a Friday or Saturday option:
    - Lunch or dinner depending on start time.



# X. INFORMATIONAL ITEMS

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Community Health Center (FQHC) July 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. **Please clearly state and spell your 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.

# XIII. ADJOURNMENT

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Thank You.



**SOUTHERN NEVADA**  
*Community*  
**HEALTH CENTER**

**AT THE SOUTHERN NEVADA HEALTH DISTRICT**



AT THE SOUTHERN NEVADA HEALTH DISTRICT

## MEMORANDUM

**Date:** August 20, 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*

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**Subject: Community Health Center FQHC Operations Officer Report – July 2024**

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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.

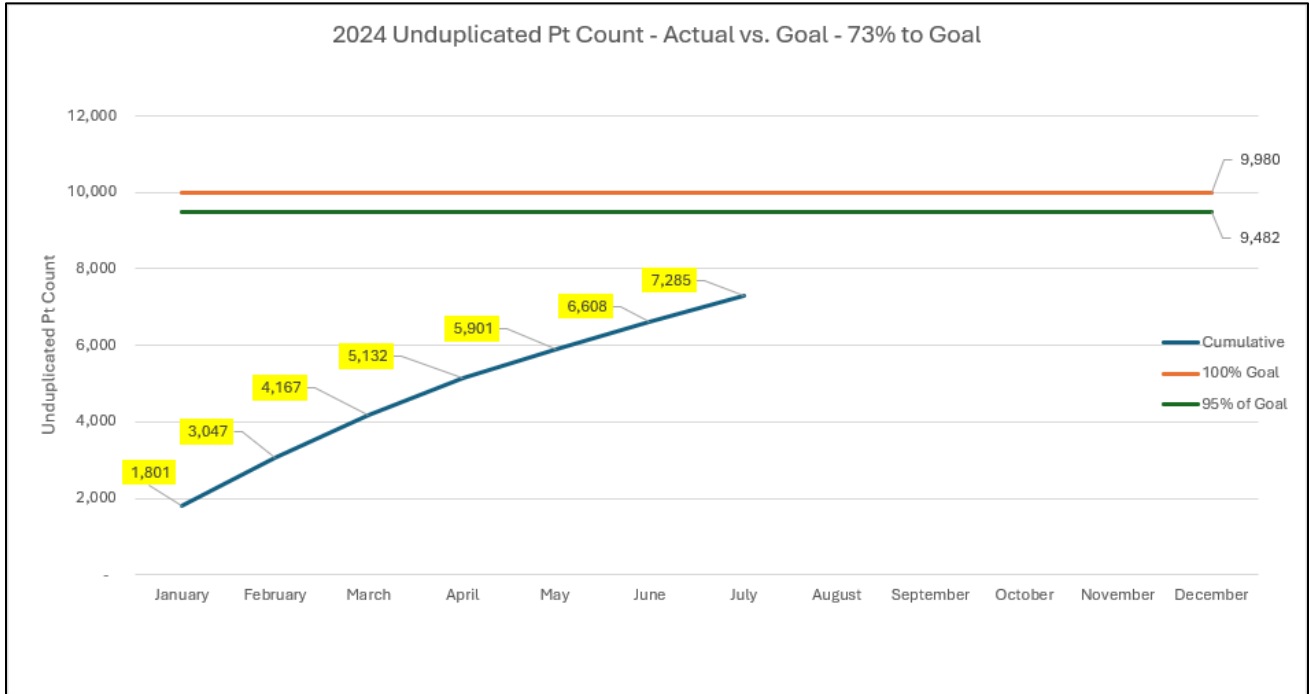
### July Highlights

#### Administrative

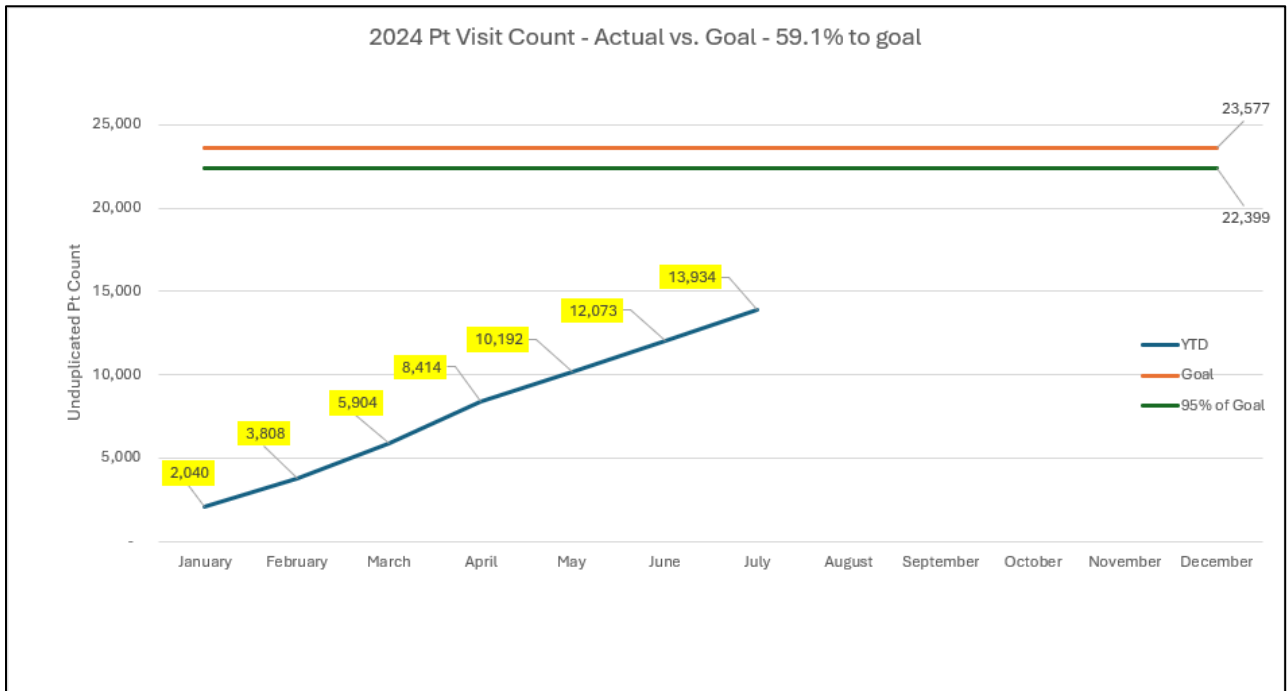
- National Health Center Week was celebrated for employees and patients during the week of August 6<sup>th</sup>. The health center's newly formed Employee Engagement Committee planned for and coordinated activities for the week.
- The health center's Federal Tort Claims Act (FTCA) redeeming application was approved for coverage in CY25.
- HRSA released a New Access Point opportunity to fund approximately 77 awards nationwide. Applications are due September 30, 2024.
- The buildout of the new Behavioral Health Clinic at Decatur is underway. The projected completion date is September 6<sup>th</sup>.
- The Medical Director recruitment is active. Two candidates are scheduled for interviews on August 15<sup>th</sup>.
- A new APRN begins on August 20<sup>th</sup>.

## Access

**Unduplicated Patients through July of 2024 = 73.0% to annual goal of 9980 unduplicated patients:**



**Patient Visits through July of 2024 – 59.1% to goal of 23,577 patient visits:**



**Provider Visits by Program and Site – July 2024**

Facility	Program	JULY '25	JULY '24	JULY YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	613	312	49%	613	312	49%
Fremont	Family Health	266	128	52%	266	128	52%
<b>Total</b>	<b>Family Health</b>	<b>879</b>	<b>440</b>	<b>50%</b>	<b>879</b>	<b>440</b>	<b>50%</b>
Decatur	Family Planning	126	140	-11%	126	140	-11%
Fremont	Family Planning	112	120	-7%	112	120	-7%
<b>Total</b>	<b>Family Planning</b>	<b>238</b>	<b>260</b>	<b>-9%</b>	<b>238</b>	<b>260</b>	<b>-9%</b>
Decatur	Sexual Health	579	511	12%	579	511	12%
Fremont	Sexual Health	109			109		
ASEC	Sexual Health	68	111	-63%	68	111	-63%
<b>Total</b>	<b>Sexual Health</b>	<b>756</b>	<b>622</b>	<b>18%</b>	<b>756</b>	<b>622</b>	<b>18%</b>
Decatur	Behavioral Health	124	104	16%	124	104	16%
Fremont	Behavioral Health	130			130		
<b>Total</b>	<b>Behavioral Health</b>	<b>254</b>	<b>104</b>	<b>59%</b>	<b>254</b>	<b>104</b>	<b>59%</b>
Decatur	Ryan White	286	223	22%	286	223	22%
Fremont	Ryan White	16			16		
<b>Total</b>	<b>Ryan White</b>	<b>302</b>	<b>223</b>	<b>26%</b>	<b>302</b>	<b>223</b>	<b>26%</b>
<b>FQHC Total</b>		<b>2,429</b>	<b>1,649</b>	<b>32%</b>	<b>2,429</b>	<b>1,649</b>	<b>32%</b>

**Pharmacy Services**

	Jul-23	Jul-24		FY24	FY25		% Change YOY
Pharmacy Services	1,214	1,413	↑	1,214	1,413	↑	16.4%
Client Encounters (Pharmacy)	1,681	2,317	↑	1,681	2,317	↑	37.8%
Prescriptions Filled	36	43	↑	36	43	↑	19.4%
Client Clinic Encounters (Pharmacist)	15	30	↑	15	30	↑	100.0%
Financial Assistance Provided	-	14	↑	-	14	↑	-

- A. Dispensed 2,317 prescriptions for 1,413 clients.
- B. Pharmacist completed 43 client clinic encounters.
- C. Assisted 30 clients to obtain medication financial assistance.
- D. Assisted 14 clients with insurance approvals.

## **Family Planning Services**

- A. Moving into the new fiscal year, the Family Planning program looks to build upon its success over the past three months. Demand for services continues to be steady and provider readiness to see additional patients is increasing. The program's workflows and experience will be a great help to the broader health center program as the team implements a new HRSA performance measure around pregnancy intentions. This measure, along with prenatal and birth weight measures have been included in the health center's strategic plan.

## **HIV / Ryan White Care Program Services**

- A. The Ryan White program received 55 referrals between July 1<sup>st</sup> and July 31<sup>st</sup>. There was one (1) pediatric client referred to the Medical Case Management program in July and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 884 total service encounters in the month of July provided by the Ryan White program Linkage Coordinators, Eligibility Workers, Care Coordinators, Nurse Case Managers and Community Health Workers. There were 380 unduplicated clients served under these programs in July.
- C. The Ryan White ambulatory clinic had a total of 528 visits in the month of July: 42 initial provider visits, 220 established provider visits including nine (9) tele-visits to established clients. There were 21 nurse visits and 245 lab visits. There were 63 Ryan White encounters provided by the behavioral health team during the month of July and 44 unduplicated clients served. There were 27 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in July.
- 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 10 patients seen under the Rapid stART program in July.

## **FQHC-Sexual Health Clinic (SHC)**

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,666 unique services to 1,015 unduplicated patients for the month of July. There were 97 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The FQHC-SHC completed subject enrollment 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. The FQHC-SHC clinical support team attended Domestic Violence 101 training provided by SafeNest to maintain partnership in the Preferred Provider Network referral program.
- D. The FQHC-SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. One Medical Assistant is continuing orientation in FQHC-SHC.

## Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of July 2024

Client required medical follow-up for Communicable Diseases	-
Referrals for TB issues	10
Referrals for Chronic Hep B	0
Referrals for STD	3
Pediatric Refugee Exams	21
Clients encounter by program (adults)	66
Refugee Health screening for July 2024	66
<b>Total for FY24-25</b>	<b>66</b>

## Eligibility and Insurance Enrollment Assistance

As a team, Eligibility Workers submitted a total of 57 applications for the month of July.

Applications	Status
37	Approved
5	Denied
14	Pending

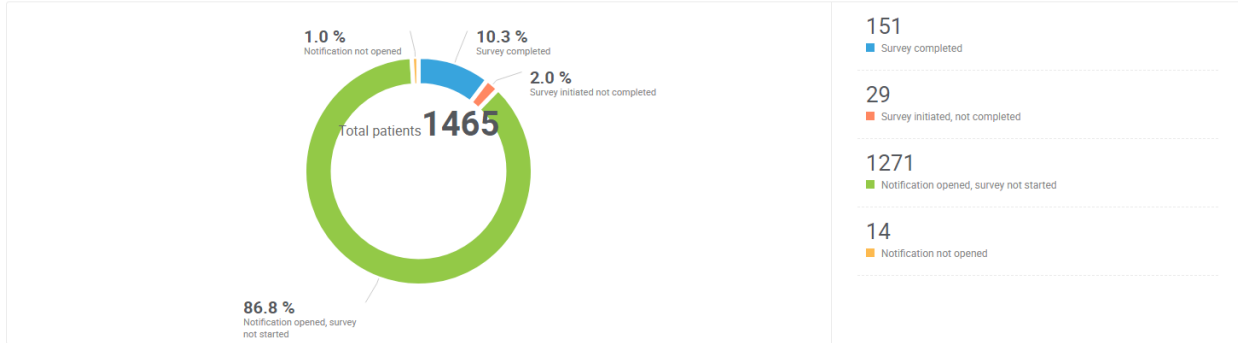
## Patient Satisfaction: See attached survey results.

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.



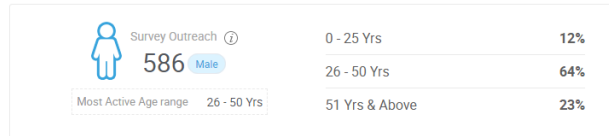
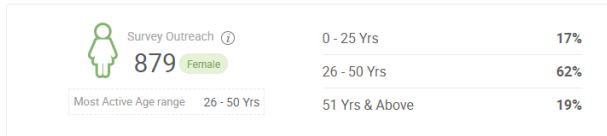
# SNCHC Patient Satisfaction Survey – July 2024

## Overview

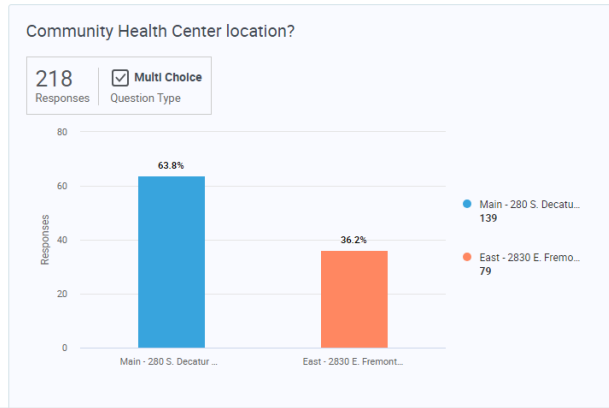
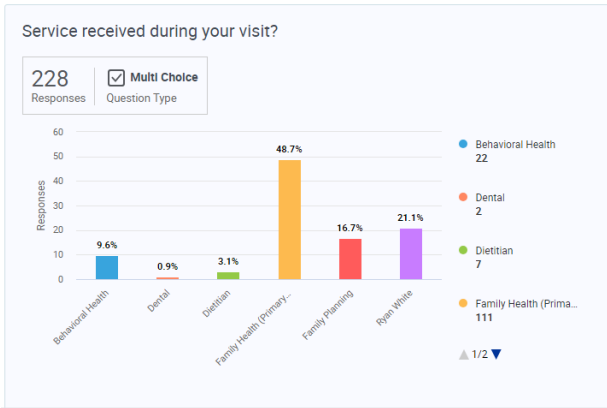


151	Survey completed
29	Survey initiated, not completed
1271	Notification opened, survey not started
14	Notification not opened

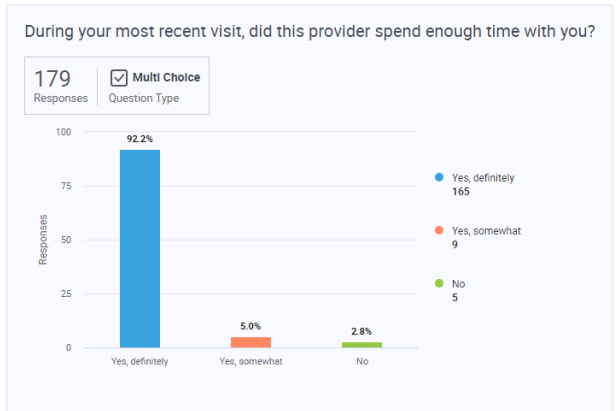
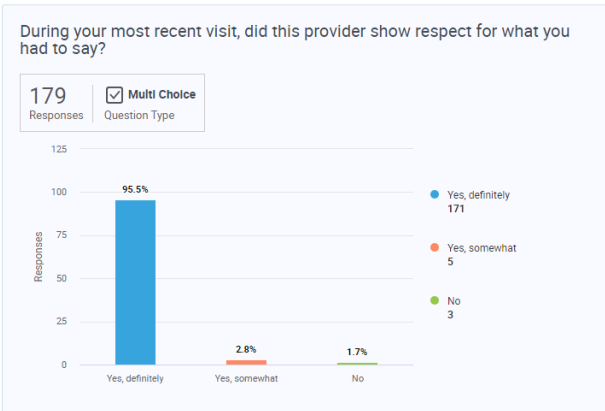
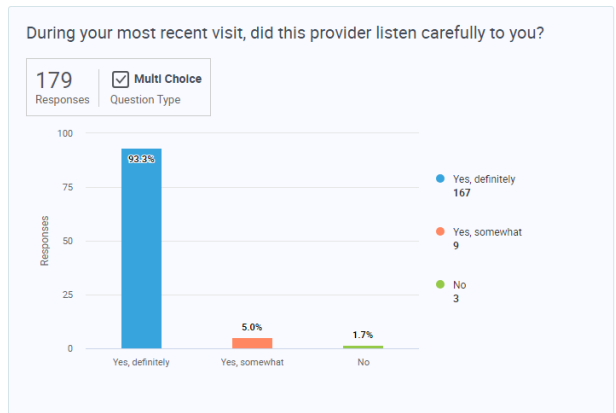
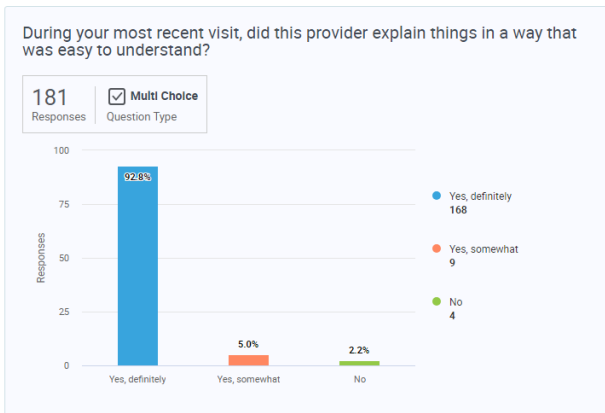
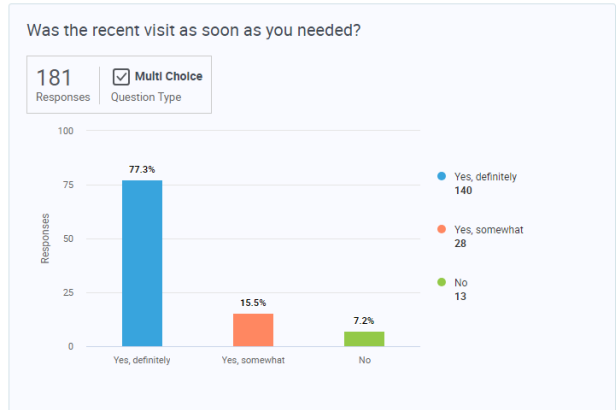
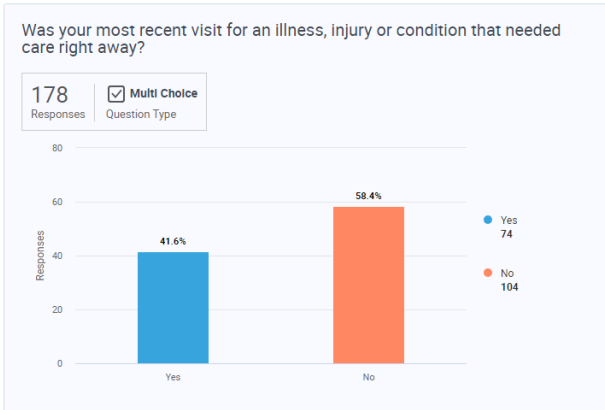
### Gender



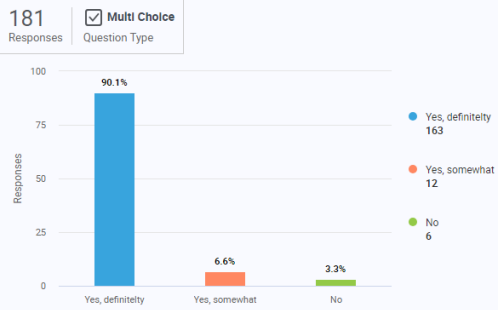
## Service and Location



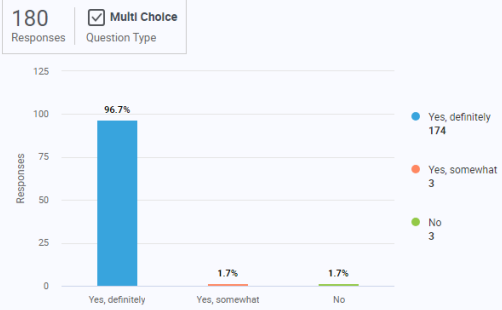
# Provider, Staff and Facility



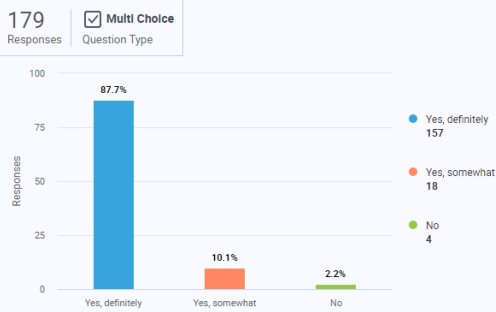
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



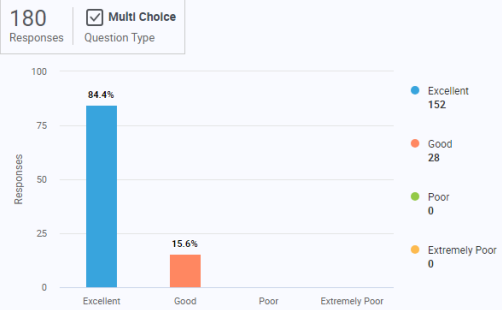
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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



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?

179

Responses

123

Numbers

Question Type

87

Net Promoter Score (NPS)



Scale 0 - 6  
3%

Scale 7 - 8  
7%

Scale 9 - 10  
90%

6

Scale 0 - 6

12

Scale 7 - 8

161

Scale 9 - 10

## General Information

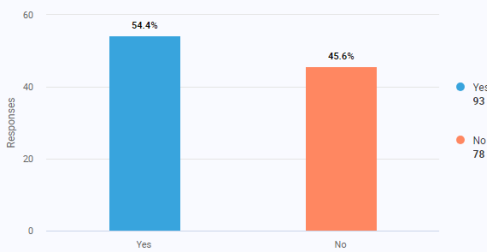
Do you have health insurance?

171

Responses

Multi Choice

Question Type



How did you hear about us?

175

Responses

Multi Choice

Question Type

